

For women let down by the system.

For women with nowhere else to turn.

For women who've suffered.



Job Description Anawim Caseworker

From our Birmingham centre, Anawim provides trauma informed services including holistic support and advocacy to enable women to reach their potential

Our Vision statement:

A world where women are safe, free, valued and equal members of society.

Our Values:

*Anawim believes in the intrinsic **value** of every person and **welcomes** each women **without judgement***

*We are deeply committed to **listening** to our women and building services around their **needs***

*We **help** women to navigate the complex challenges they are facing and we do all that we can to **support** them for as long as they needs us*

*Anawim **empowers** women to make positive changes to turn their lives around, helping them, one step at a time – to become **independent***

*We **want the best** for our women and to make sure their basic needs are met. We **won't rest** until we've done all we can to keep them **safe**.*

As an **Anawim caseworker** you may be assigned to one of many of our projects including: Central Services, Early Interventions, Criminal Justice Service but we are Anawim, Anawim is us and so you all need to undertake the following:

Core knowledge

- Offer all the women on your caseload a holistic package of support which adequately meets their multiple needs, on top of the minimum requirements of your team targets
- Take personal responsibility to fulfil targets and achieve outcomes whilst ensuring our women do not become just a number to you.
- Actively contribute towards stakeholder relationships, attending all meetings and advocating for Anawim and the woman you support. These may include but are not limited to Multi Agency Risk Assessment Conferences (MARAC) safeguarding case conferences, writing reports and accompanying women to their appointments.
- Think creatively, using your initiative to speak out on issues of concerns to the women you support. Feedback issues of systemic concern to CEO or COO for escalation.
- Record all the activity you undertake with the women in an accurate and timely fashion so any of your colleagues can pick up if you are absent. Appreciate the importance of quality data ensuring all outcomes are recorded consistently and competently operating all IT systems in line with company procedures.

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- Actively help women to navigate the complex challenges they may be facing, putting together an individual support plan using Women's Risk and Needs Assessment (WRNA) and supporting them for as long as is needed.
- Empower all women to make positive changes to turn their lives around introducing them to the range of

holistic options available within Anawim or signposting them to the best appropriate support available to them.

- Adhere to all Anawim's policies and procedures.
- Be curious, continuously willing to learn from others, develop your personal knowledge, skills and experience whilst constantly personally challenging any unconscious or conscious bias which may come to light.

Anawim Caseworker Jan 2025

- Treat all the women with respect, care and positive regard modelling this behaviour to them.

Core behaviour

- Live out Anawim's vision: 'a world where women and girls are safe, free valued and empowered members of society'. We are Anawim, Anawim is us.
- Respond to women's diverse needs, being culturally competent and aware of any personal unconscious bias. Build trust and encourage honest communication without judgement.
- Ferociously listen to each individual woman seeking to ensure they are heard, understood and valued. Promote feedback using reflective questioning and techniques, responding with compassion, empathy and empowerment.
- Walk alongside the women no matter how many times mistakes occur, not resting until you have done all you can to keep her safe.
- Take an active interest in all the courses, forums, participation and social activities within the centre, encouraging your women to attend and take part. Always introduce new women into the main room, showing them where they can help themselves to refreshments and mix with their peers, introduce them to champions.
- Consistently behave within a 'no blame' culture and learn from mistakes.
- Be alert and responsive to behaviour, being able to de-escalate tension understand what control measures need to be put in place to keep everyone safe.
- Support your colleagues by being helpful, thoughtful and kind not forgetting to ask for their help when you need it. We are one team.
- Actively support your colleagues with their caseloads, on occasions when you have lower numbers, support them, cover their cases when they are absent.
- Proactively participate in fundraising projects, women's activities across the centre, sharing ideas to promote Anawim and the work we undertake.
- Keep the specialist areas up to date with resources clearly recorded in the directory ensuring all staff know where it is and how to use it. This will save you all constantly reinventing the wheel.
- Willing and able to carry out duties on reception/Drop-In/Charity Shop one day a week Welcoming all visitors, answering the phone and helpline courteously and helpfully.

This job description is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting the needs of the charity and the women is required by all employees.

I confirm that I have read and agreed this job description explained the main duties of my job, however I understand that this list is inexhaustible.

Signed: _____ (Job Holder)

Anawim Caseworker August 2026



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Print Name: _____

Date: _____



PERSON SPECIFICATION: ANAWIM CASEWORKER

Previous experience	Essential	Desired	Method of Assessment
Experience of working with vulnerable/complex women			A, I
Experience in trauma support work			A, I
Competently held 15-30 caseloads	X		A, I
Experience of the prison and justice system		X	A, I
Experience of working in health or in partnership		X	A, I
Experience within Social work		X	A, I
Experience of multi-agency work	X		
Knowledge			
Benefits, law, housing and employment	X		A, I
Domestic abuse, self-harm and suicide	X		A, I
Drug, alcohol misuse, offending and prostitution	X		A, I
Safeguarding policies and procedures	X		A, I
Of the Criminal Justice system	X		A, I
Sexual abuse, exploitation and rape	X		A, I
Health issues, STIs, Menopause etc	X		A, I
Skills			
Great communicator, speaking and listening	X		A, I
Compassionate/Empathetic	X		A, I
Counselling skills		X	A, I
Organised, attention to detail, able to prioritise effectively	X		A, I
Flexible; able to respond to change of plans competently	X		A, I
Is aware of any personal bias and is able to challenge and/or seek support	X		A, I
Competent IT skills	X		A, I
Kind, helpful, supportive	X		A, I
Resilient - Able to bounce back	X		A, I

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Education			
Psychology or other related degree in Social work or Health and Social care		X	A, I

Method of Assessment: A = Application Form D = Documentation I = Interview
T = Test/Exercise P = Presentation R = Reference

Location: Anawim, 228 Mary Street, Balsall Heath, Birmingham, B12 9RJ

Grade: Anawim Scale Point (ASP) 25-30

Salary: £26,472 - £31,291 per annum

Hours: 37 hours per week

- Section S7(2) (Schedule 9, Paragraph 1 of the Equality Act 2010 applies.
- This post is exempted from Rehabilitation of Offenders Act 1974
- Fixed Term for two years initially

At Anawim we recognise that we all have lived experience of the issues the women present with. Some of our colleagues will have criminal convictions, will have experienced domestic abuse directly within their homes, had a history of substance misuse etc. So please operate with compassion towards your colleagues, this experience is theirs to hold, if they share any of it with you keep it confidential.

Certain roles such as peer mentors and champions utilise lived experience in a direct manner. This does not mean that they are any less 'professional', all experience is valid whether gained through university learning, experience of working in the field or by living through it.

We recognise that staff at Anawim all have different roles, some will work out of hours, particularly the fundraising team and higher management, this will mean that they may start later in the mornings or work from home more than you can as a frontline caseworker.

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PROJECTS:

Ardenleigh

Anawim and Ardenleigh (Women's Secure Blended Service) work in collaboration, offering gender specific and sensitive treatment through enrichment activities, one to one casework and peer support for women from the West Midlands, who are detained under the Mental Health Act. We support the women to maintain community links from admission to discharge, aiming to reduce the length of the patient's stay in hospital and introduce rehabilitative support, enabling women to reintegrate back into the community. As well as ensuring that the service is trauma-responsive, we offer a range of practical advice, access to Anawim Women's Centre, peer mentoring opportunities and a programme of co-designed out-of-hours enrichment activities. Each woman is assigned a caseworker from admission all the way up to 3 months post discharge, on-going support is available via the wider Anawim services, such as our helpline and drop-in.

As part of the Women's Secure Blended Service all Anawim services, courses and events can be accessed by Ardenleigh inpatients and outpatients as well as Anawim service users accessing the centre. This mixing of the experiences of women will no doubt add a richness of interactions within the therapeutic groups, enabling better integration, widening of horizons and understandings of other points of view.

Central Services is dedicated to providing comprehensive support to women through our Casework and Dropin projects. These projects aim to address various challenges faced by women in Birmingham.

Casework Project offers specialised support in key areas including, Domestic Violence – IDVA, Children and Families, Accommodation, Substance Misuse, Multiple Complex Needs, Trauma.

Caseworkers will be required to provide individualise support, practical advice and signposting on a range of matters such as money management, benefits, homelessness, drug treatments, parenting, children's education, healthcare, legal and immigration issues, mental health, training education and employment opportunities. Women may also present with issues such as self-harm, suicidal ideation and safety planning.

Our Drop In service acts as a primary entry point for women seeking support. It provides a non referral service where women can present with any need. We offer crisis intervention support, addressing a wide range of needs whilst also providing invaluable face-to-face opportunities for emotional support and confidence building. We also support women experiencing domestic violence, offering a safe pathway for them to flee abusive situations.

Central Services maintains a strong outreach ethos, ensuring strategic representation in the community and reaching women who may not otherwise engage with our services.

Criminal Justice Services

Anawim works closely with National Probation Service. Women become involved in the Criminal Justice System for a complex range of reasons. In our gender specific services, we provide holistic support to women by women, to overcome challenges and address needs, enabling them to successfully move-on from services and live fulfilling, crime free flourishing lives. The role will include around one day a week in-reach into HMP Drake Hall & HMP Foston Hall to make contact with women & subsequently ensure they resettle successfully and into our community services on release.

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We support women with overcoming issues around their: Personal Wellbeing, accommodation, Finance, Benefits and Debts, Employment, Training and Education, Family and Significant Others, Lifestyle and Associates, Social Inclusion, Dependency and Recovery.



We will support women to build upon their strengths and work through any barriers that are preventing them from progressing and achieving their potential.

Criminal Justice Practitioners will deliver therapeutic group work, undertake one-to-one sessions, community asset building and psycho-social interventions that support and enable women to make positive changes to their lifestyle.

Early Intervention New

Chance:

Our Early Intervention services aims at catching women at the earliest possible opportunity in order to provide them with the correct support to prevent reoffending. New Chance is our project in partnership with West Midlands Police and Crime Commissioner and is a specialist diversion scheme for women who have committed low level or first-time offences and are suitable for an out of court disposal, the condition being to engage with New Chance. There are providers all across the West Midlands, Anawim is the provider for Birmingham. Black Country Women's Aid cover Sandwell & Dudley, Changing Lives cover Walsall and Wolverhampton and Green Square Accord cover Solihull & Coventry. We provide women with holistic 1:1 caseworker support, whilst also aiming at getting them involved with activities at the centre including social events and therapeutic courses.

Health & Justice Vulnerability Team:

Our Early Intervention services aims at catching women at the earliest possible opportunity in order to provide them with the correct support to prevent reoffending. Our Health & Justice Vulnerability Team is delivered in partnership with Birmingham & Solihull Mental Health Foundation NHS Trust. Mental Health Practitioners based within Court and Custody will screen anyone coming into custody/at point of arrest and assess anyone who is known to have/appears to have any vulnerabilities. If support needs are identified and further support is needed we will receive this referral and provide 1:1 casework support for a period of 12 weeks in order to address these needs and divert from the criminal justice system. We provide women with holistic 1:1 caseworker support and assertive outreach whilst also aiming at getting them involved with activities at the centre including social events and therapeutic courses.

Intensive Supervision Court

This specific female problem solving court is a pilot project which commenced in Birmingham in June 2023. This is suitable for women on the cusp of custody who can be given a community order which is to engage with intensive support from multiple services. The aim is to integrate care and support services, yoked together by the authority of a single judge, for vulnerable women with multiple co-occurring social challenges. The ISC will be a place where partners working across a range of organisations (housing, mental health, substance misuse, family and relationships, women's services, and others) co-deliver a multifaceted intervention programme, delivering joint appointments and assessments so that the women do not have to repeat their story. Caseworkers will support women to court reviews on a monthly basis and be their point of contact so that we can provide a trauma-informed approach.

Prison & Resettlement

Resettlement:

Our Resettlement service aims at providing the correct support to women on release from prison or at the end of their intervention from early interventions or CRS to support them to continue to reintegrate into their local community, in order to prevent them from reoffending. Caseworkers will support women to register with the relevant services if not already in place, find suitable accommodation and support them to maintain it, and

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support to appointments. Along with 1:1 caseworker support, caseworkers will continue to support the woman through her journey away from the criminal justice system, continuing to get her involved with all activities on at the centre such as social events and therapeutic courses, with a view to integrating her into the community,



stabilising her, so that she is equipped to deal with everyday life and start to make some positive choices.

Community Connections:

Creating Community Connections is a pilot project aimed at supporting women in HMP Foston Hall who have experienced domestic violence. The link worker will provide 1:1 support to women in prison around recognising abuse, the warning signs, types of abuse and educating them as to what support is available to them within the community once they are released. Therapeutic support may also be given around healthy relationships and regulating emotions. Link workers will recruit and support Champions within the prison and will work closely with them so that they can provide support and information to other women in the prison. For women who are being released, link workers will ensure that they are linked up with their local women's centre and encourage them to access this support on release in order to reintegrate them back into the community and reduce reoffending.