

## **Job Description: Women's Case Worker** (Part-time)



**Salary:** £28-30,000 pro rata

**Hours:** 15 hours per week – core working hours to be agreed in advance within the organisation's operational days of Tuesdays to Thursdays.

**Location:** Remote

**Contract:** 1 year (extension subject to funding)

**Reports to:** Service Manager of thrivin' together

**Direct Reports:** None

### **The Organisation: thrivin' together cic**

thrivin' together exists because too often, women's experiences of gambling are invisible, misunderstood or ignored. We know the reality: gambling can be a coping mechanism, a trauma response, a spiral of shame. We know that recovery isn't just about stopping. It's about starting again. For those impacted by someone else's gambling we know how enmeshed their reality can be with the gambler.

We offer a different kind of support: human, flexible, woman led. Support that adapts to the person, not the other way around. From one-to-one calls to peer support groups, from practical advice to community connection, we're there. Without judgment, without agendas.

We're not here to rescue or fix. We're here to walk alongside. And we believe that women's lived experience doesn't just shape our work, it should shape the system. That's why we're building a movement as well as a service. One that listens, lifts and leads change.

---

### **The role: Women's Case Worker**

This is an opportunity to join a growing, women-led movement shaped by lived experience. Working alongside the Service Manager, Peer Support Coordinators and service delivery team, you will help strengthen the systems that make our trauma-informed, person-centred support possible.

This new role will provide intensive, trauma-informed, gender-sensitive casework support to women impacted by their own or someone else's gambling, who are experiencing complex and intersecting challenges including mental health difficulties, debt, homelessness, relationship breakdown, coercive control, isolation and safeguarding risks.

The role provides longer-term, structured support and advocacy, primarily online and by telephone, helping women stabilise, rebuild safety, access services and strengthen resilience.

This is not a therapeutic counselling role but requires high emotional literacy, strong boundaries, and safe risk management within a multi-agency framework.

We are looking for someone experienced, proactive, organised and confident in delivering on tasks. Someone who values collaboration and working in a culture rooted in trust, flexibility and compassion.

This UK-based, remote position is part of a small, friendly team committed to learning, reflection and continual improvement.

## **Key Responsibilities**

### **Intensive Casework Support**

- Provide structured 1:1 support to women with complex needs.
- Develop collaborative support plans with clear goals and review points.
- Provide safety planning where risk is identified.
- Support women navigating debt, housing, legal and safeguarding systems.
- Facilitate access to specialist services (mental health, housing, domestic abuse, financial advice, substance misuse, etc.).
- Support women experiencing homelessness risk, including advocacy with local authorities and housing providers.
- Maintain ongoing contact over medium-to-longer term support journeys

### **Risk Assessment & Safeguarding**

- Identify and respond appropriately to safeguarding concerns.
- Conduct proportionate risk screening and escalate concerns to Designated Safeguarding Lead.
- Work in accordance with safeguarding policy.
- Maintain awareness of suicide risk indicators and escalate appropriately.
- Record safeguarding actions accurately and promptly.

### **Advocacy & Systems Navigation**

- Advocate on behalf of women with external agencies where appropriate.

- Support women in understanding rights and entitlements.
- Attend multi-agency meetings (online) where required.
- Work collaboratively with associate counsellors when women are accessing therapy.

### **Trauma-Informed & Gender-Sensitive Practice**

- Deliver support grounded in trauma-informed principles.
- Recognise impact of shame, stigma and gender-based inequality.
- Understand intersection of gambling harm with coercive control, domestic abuse, and financial exploitation.
- Maintain non-judgemental, strengths-based approach.
- Respect women's autonomy and lived experience.

### **Record Keeping & Data**

- Maintain accurate case notes on the CRM system.
- Complete outcome measures as required.
- Contribute to monitoring and evaluation processes.
- Maintain confidentiality in line with GDPR and safeguarding frameworks.

### **Professional Boundaries**

- Participate in supervision and reflective practice.
- Escalate complex clinical risk appropriately.

## **Experience**

### **Essential**

- Minimum 2 years' experience supporting women with complex needs.
- Experience working with individuals experiencing:
  - Mental health challenges
  - Financial hardship or debt
  - Housing instability or homelessness risk
  - Isolation or social exclusion
- Experience working remotely (online/phone support).
- Experience multi-agency working.
- Experience risk management and safeguarding escalation.

### **Desirable**

- Experience working with gambling harm.
- Experience supporting family members impacted by addiction.
- Experience within women-only services.
- Experience in advocacy and case coordination roles.

## Skills & Competencies

- Strong relational skills.
- Ability to hold distress without rescuing.

## Further information

- Application deadline: **Sunday 15 March 2026 5pm**
- Interview date: Wednesday 25 March 2026 - online

To apply, please email your CV with a 1-page covering letter outlining your experience and skills against the criteria and why you are interested in the role. Please include two references (references will be requested after the interview) to **admin@thrivintgether.org.uk** by the deadline.

[www.thrivintgether.org.uk](http://www.thrivintgether.org.uk)

CIC registered number 14235371