October 2026

Job title	Local caseworker (Sussex)
Type of contract	Fixed term contract
Salary	£26,000
Hours	36.25 hours per week worked over five days, between the hours of 8am-6pm There is some flexibility to tailor your working pattern to suit you.
Team	National Road Victim Service
Reporting to	Regional Case Manager (South)
Staff responsible for	None
Working pattern	Remote working with frequent travel required. You will deliver a face-to-face service to clients in their own home or safe meeting place within the region
Area covered	To cover the Sussex area
Recruitment process	Deadline for applications: 24/11/26 Interviews to be conducted: tbc Start date in role: tbc
Benefits	• 35 days of annual leave (including bank holidays and 3-day shutdown period between Christmas and New Year, pro-rata for part-time working patterns); • Additional birthday day off (taken any time); • Enhanced sick pay and compassionate leave; • Death in service benefit; • Pension; • Employee Assistance Programme; • Flexible working; • A rewarding role with purpose, and; • Be part of a skilled, friendly team with an engaged Board of Trustees.
About Brake	Brake is the national, acclaimed charity tackling the daily, horrific carnage of deaths, injuries, and air pollution on roads. Traffic is the biggest killer of young people worldwide, poisoning our lungs and contributing hugely to the climate emergency. Brake's vision is that people get around in safe and healthy ways. Our values require us to be evidence-based, aim high, and work collaboratively. We have a 30+ year reputation for shouting out for positive change, advising government, encouraging action in communities, and delivering the UK's National Road Victim Service for bereaved and injured families. We work with schools and families, communities and companies to champion the cause of road safety and raise awareness of key road safety issues. Our values are: • Professionalism • Collaboration

	• Integrity • Compassion • Inclusion • Courage
About the National Road Victim Service	The National Road Victim Service is a specialist, accredited, UK-wide support service for road victims, delivering case-managed care for anyone who has been bereaved or seriously injured in a road crash or who is supporting a road crash victim.
Job purpose	This is a highly specialised frontline role supporting people affected by traumatic road deaths and life-changing injuries. We are seeking candidates with a strong understanding of trauma-informed practice and experience supporting people through the impact of traumatic bereavement and/or injury. You will provide a specialist trauma-informed and bereavement-informed approach to care, helping individuals and families navigate the immediate and long-term impact of sudden loss or catastrophic injury. You will undertake a comprehensive needs, risk and safety assessment from which a bespoke support plan will be agreed with the person and/or families, ensuring that immediate wellbeing needs, vulnerabilities and safeguarding considerations are identified and addressed. You will manage a caseload of complex cases, completing actions agreed following our trauma-informed framework and reviewing this regularly to ensure that support remains responsive to changing needs and levels of risk. You will provide guidance and advocacy, working collaboratively with Family Liaison Officers, health and mental health services, GPs, the coronial system, children's services, social care, and other statutory and voluntary organisations, to ensure coordinated, safe, and effective support. The role requires a strong understanding of trauma responses, traumatic grief, safeguarding responsibilities, and the complex emotional and practical needs of people affected by sudden loss or catastrophic injury. You must be able to recognise and respond appropriately to distress, vulnerability, and potential safeguarding concerns, while remaining professional and compassionate. You will be supported with regular clinical supervision, 1:1 supervision, ongoing trauma-informed training, and opportunities to develop your skills, enabling you to build resilience and deliver high-quality care. By joining this role, you will make a profound difference to individuals and families during their most difficult moments, helping them regain stability, access practical and emotional support, and navigate the complexities of the criminal justice or coronial process with guidance and care. Brake is a remote-based organisation. Your team will consist of around 7 caseworkers and a team manager, most of whom are based in your region. Whilst there are some opportunities to connect with colleagues in-person

	throughout the year, you will be expected to be comfortable in establishing solid, remote based relationships with your peers. Brake uses online systems such as virtual meetings, Slack messaging and team huddles to stay connected. Your day to day work as a caseworker will consist of speaking to clients in-person, so frequent travel in your area is required.
About you	We welcome applications from candidates with diverse backgrounds. Experience in the following sectors often provides a robust toolkit of high-level transferable skills: • Police or criminal justice roles • Family liaison • Counselling or trauma support • Health and social care • Casework in any related field We are seeking candidates with: **Essential** • A full, clean UK driving licence, with access to your own transport and are willing to use it for work purposes (we reimburse travelling expenses); • Experience with people affected by trauma, sudden bereavement, or serious injury • Understanding of trauma-informed practice and ability to provide support sensitively • Experience identifying and responding to safeguarding and vulnerability concerns • Strong advocacy skills ability to act as a powerful voice for clients, expertly navigating external networks, assemble resources and cross-functional support where required. • Robust IT skills to manage a caseload autonomously and securely while working in a remote and home-based setting. **Desirable** • Strong understanding of criminal justice and coronial processes • Training or qualifications in trauma-informed care, counselling, bereavement support, or crisis intervention • Experience supporting traumatic grief and post-traumatic stress **Ideal qualities** • Self-starter, energised, and resilient • Compassionate and empathetic • Passionate about helping others and making a difference • Creative and adaptable in approach

	• Able to work collaboratively with multiple agencies and professionals
Key responsibilities of the role	**Service delivery** • Provide direct, trauma-informed support to road victims and those affected in your region; • Support clients using emotional, practical, and advocacy-based approaches • Conduct comprehensive risk, needs, and safeguarding assessments following a trauma informed framework. **Key tasks** • **Manage a complex caseload** of clients in line with NRVS policies, procedures, and trauma-informed practice. • **Assess and support immediate wellbeing needs**, addressing any safeguarding or vulnerability concerns. • **Timely escalation of safeguarding issues or vulnerabilities** to the Designated Safeguarding Lead as required. • **Report multiple fatality incidents** in your region to the designated coordinator following NRVS procedures. • **Provide trauma-informed support** through a variety of contact methods, including in-person and remote, in accordance with the client's preferences. • **Create a safe and confidential environment** where clients can explore their feelings and emotions. • **Support clients through the criminal justice or coronial process**, providing guidance and advocacy where needed. • **Develop personalised, user-centred support plans** to help clients cope with emotional, physical, and practical challenges. • **Agree safe exit strategies** with clients, ensuring continued pathways of support when appropriate. • **Build and maintain strong collaborative relationships with local statutory and voluntary services**, ensuring coordinated and effective support. • **Maintain accurate and timely records** of all client's contacts on the CRM system in line with Data Protection policy. • **Participate in regular case management reviews** with the Regional Manager to monitor progress and outcomes. • **Promote equality, diversity, and trauma-informed care** in all aspects of your work. Carried out in line with Brake's Equality and Diversity policies**.** • **Maintain personal resilience and self-care** through engagement in external clinical supervision. • **Contribute and participate in team development** through training, supervision, and professional and organisational learning opportunities. • **Act as a Brake Ambassador** and deliver external presentations where agreed with your line manager.

	• Any other tasks outside of the above identified by the line manager to support the NRVS, colleagues and clients.
Learning & Development	• Complete mandatory gold, silver, and bronze trauma-informed practice training to support high-quality casework. • Undertake a comprehensive induction to NRVS, covering procedures, systems, and service delivery standards. • Participate in annual safeguarding training to remain confident in identifying and responding to risks. • Engage in ongoing professional development, including specialist training to enhance skills in trauma-informed practice, bereavement support, risk assessment, and multi-agency collaboration. • Maintain personal resilience and wellbeing through external clinical supervision and reflective practice. • Contribute to team learning and development through knowledge sharing, training sessions, and supervisory discussions. • Be supported in developing any other identified casework skills, • Any other identified training needs to advance the caseworker role and competencies.
Equity, diversity & inclusion	At Brake, we are committed to creating a truly inclusive workplace where all colleagues feel valued, respected, and supported. We welcome applications from all backgrounds and life experiences, and particularly encourage candidates from the global majority, LGBTQIA+ community, and people with disabilities to apply. We believe that diverse perspectives strengthen our work and enable us to deliver the best possible support to individuals and families affected by road trauma. As a proud Disability Confident employer, we don't want you to 'fit' our culture, we want you to enrich it If you are passionate about making a difference and share our vision for a world where no one is killed on our roads, we want to hear from you.
How to apply	If you are seeking out a new challenge and think you have the skills, passion, and commitment that we are looking for, we would be interested in hearing from you. Submit your CV and a covering letter which clearly demonstrate you have what it takes to perform this challenging and rewarding role to: recruitment@brake.org.uk We want to get to know you and we welcome cover letters in alternative formats, for example you could send a short video cover letter instead of a traditional written one.
Important information	• The successful candidate will be required to go through an enhanced DBS vetting process due to the sensitive nature of the service delivered. • Please note we do not accept applications from serious traffic offenders due to the nature of our work. Employees are subject to driver licence checks.