in Alliance with

CASE MANAGER
JOB DESCRIPTION

Job Title: **Case Manager**

Salary Range: **£21,606 - £24,277**

Reports to: **Team Supervisor**

Location: **South West/East of England/London**

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

To provide high quality support and guidance to enable customers to overcome barriers to enable them to reintegrate back into society and stop reoffending.

Are you right for the job?

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Person Specification

Job Title: Case Manager

This post is subject to a DBS check at an enhanced level and prison clearance

(E = Essential; D = Desirable)
Experience and Knowledge • Understanding of the barriers faced by offenders/ex-offenders with multiple and/or complex needs in relation to reintegration back into society (E) • Ability to work with and manage challenging behaviour (E) • Ability to maintain professional boundaries and work effectively with partnership agencies (E) • Demonstrable experience of successfully working to targets (E) • Good verbal, presentation and written skills and ability to communicate concisely and effectively. (E) • Good IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E) • Ability to critically reflect and evaluate interventions and service delivery, identifying areas for development (E)
Qualifications and Professional Development • IAG Level 3 (D)
Personal qualities, communicating and relating to others • Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. (E) • A motivational, flexible and problem solving approach. (E) • Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (E) • Copes well in a rapidly changing environment. (E) • Commitment, determination and resilience. (E) • Flexible and adaptable. (E) • Innovative(E)
Safeguarding • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires Security Clearance and DBS disclosure at Enhanced level (E)
Other • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

Main Duties and Responsibilities

Duties

1. Manage a caseload of customers with complex needs requiring intensive person-centred support.
2. Provide advice guidance and support to overcome barriers to social inclusion and signpost to internal and external support:
3. Mentoring with Volunteers or more specific support from external agencies e.g. housing, substance use or mental health.
4. Development of customer action plan post referral, updating and developing whilst addressing barriers
5. To ensure the accurate and timely recording of input client data and information in order that the service operates within contractual, administrative and financial requirements
6. Carry out triage, risk assessments, risk management plans and comprehensive assessments, and to contribute to the development of individual community recovery plans with those who express a wish to access community treatment/support services
7. To ensure effective case management and coordination covering areas of risk with a particular focus on safeguarding children and adults, problematic behaviour, housing, social and family functioning, employability, psychological and physical health
8. Utilise motivational interviewing, cognitive behavioural techniques and brief interventions in both one-to-one and group settings to promote engagement in appropriate services, encourage self-esteem, well-being, self-responsibility and enhanced motivation.
9. Review on going care and treatment liaising closely with the full range of specialist workers within the multi-disciplinary team.
10. Work in partnership with other agencies and carry out joint key working to enable effective engagement and movement in order to promote rehabilitation.
11. Recognise personal and professional boundaries and work within Shaw Trust's & CRI's governance frameworks at all times.
12. Ensure that all data requirements are met within defined deadlines and work with the CRI management team to ensure that outcomes are being achieved.

Other

13. To undertake any further training as identified in the Shaw Trust review procedures.

14. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

15. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with

any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

16. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

17. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

18. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

19. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.

20. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.

21. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

22. Recycle and manage energy within your environment.