Job Title: Community Case Manager

Reporting to: NOMS CFO Senior Case Manager

Role Overview:

- To manage a caseload of offenders in the community, supporting them to break down barriers to successful resettlement, achieve agreed milestones and enter employment, training or education .
- To engage eligible offenders, provide initial assessment and undertake action planning .
- To provide advice, guidance, coaching and support to a caseload of participants via regular one-to-one meetings and group interventions as appropriate.
- To work with Custodial Case Managers to coordinate a through-the- gate service including undertaking pre-release handover meetings to ensure activities pre and post release are well planned.
- To work with a range of statutory and non-statutory partners to address identified needs including Community Rehabilitation Companies, National Probation Service, Youth Offending Services, and voluntary agencies.
- To achieve and report on individual and team daily, weekly and monthly performance targets.

Principle Accountabilities:

Case management:

- Build relationships with Community Rehabilitation Companies, National Probation Servic and a range of other local agencies, promoting the programme widely to generate referrals.
- Undertake and or/review CATS Assessment, identifying participant needs to be addressed.
- Agree a SMART, personalised Action Plan with each participant which is tailored to their individual needs and specifies agreed, realistic goals including employment/training/family support etc.
- Provide advice, guidance, coaching, and support to participants via regular one-to-one progress reviews.

- Prioritise and sequence support service with a range of statutory and non-statutory agencies, aligning with sentence, post-supervision and resettlement plans and ensuring risk is robustly identified and managed.
- Provide impartial guidance on local services/provision, utilising Ixion's Local Directory of services.
- Deliver employability information and advice, including supporting participants to create high quality CVs, undertake job search and application, undertake voluntary work and work experience, prepare for interviews and start work.
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- Deliver skills audits and tailored training/education information and advice, including broker ing Short Courses and Vocational, Educational and Training activity to support participants to grow their confidence, motivation and skills.
- Maintain appropriate contact with participants starting education, training or employment , ensuring sustainability by providing on-going mentoring, advocacy and IAG.
- Refer participants into specialist service if unaddre ssed issues are identified and submitting business cases for Discretionary Access Fund to commission support to break down specific needs when these cannot be addressed through existing provision.
- Work closely with, and refer into, local mentoring service provided as part of the contract or through existing/ emerging mentoring programmes.
- Review Action Plans to manage participant progress, identifying and addressing emerging needs, and providing opportunities for participants to feedback.
- Actively manage and monitor own achievement daily, weekly and month ly performance targets, reporting to the Senior Case Manager as required.
- Understand and adhere to all responsibilities to ensure that the quality requirements of Ixion's Quality Assurance Framework, funding body, Investors in People, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained .

CATS:

- Full accountability for timely, accurate and high quality data input onto CATs, including daily monitoring of key data integrity reports.
- Update case notes on the same day as appointments, where possible, including entry/submission of all approved participant achievements and upload of supporting information/certified documentation.
- Where CATS is unavailable, take clerical notes and transfer the data into CATS within 48 hours.
- Capture and record regular participant feedback.

Relationships:

- Work collaboratively with NOMS CFO Senior Case Manager, Regional Manager, Development Manager, Ixion central support teams and subcontractor teams to ensure standardised approaches to delivery.
- Actively participate in one-to-one progress reviews with your line manager and in regular team meetings.
- Maintain a consistent, positive presence within co-located partner sites.
- Participate in quarterly practitioner forums with Ixion and subcontractor delivery teams, including Family Engagement Workers and volunteer mentors.

GENERAL RESPONSIBILITIES:

- Ensure that you work to the IXION Group's vision, values, objectives and priorities and are strongly committed to them
- Understand and adhere to all responsibilities to ensure that the quality requirements of IXION's Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained

- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times
- Understand and be committed to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times
- Strictly adhere to all IXION processes and procedures
- Ensure individual expertise and subject area knowledge is up to date through Continuous Personal Development, including sharing good practice, engaging with training and acquiring / maintaining any individual qualifications required for the role.
- Work flexibly in the field and across offices, as and when directed by line manager.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

Core Competencies

All IXION employees are required to demonstrate a number of core competencies

- Self management – manage workload effectively
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders.
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs.

Attitudes & Behaviours

- Represent IXION in a professional manner on all occasions.
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and with externally.

Experience and Qualifications required

Essential

- Demonstrable experience of motivating and supporting individuals with multiple and complex needs to overcome barriers and progress towards education, training and employment.
- Proven experience of achieving qualitative and quantitative targets.
- Exceptional team player with the ability to work on own initiative.
- Strong communication and motivational skills across a broad range of resource types, skills and backgrounds.
- Proactive resolution of risks and issues.
- Flexibility and a "can do" attitude.
- Experience with data entry, accuracy and attention to detail.
- ICT proficiency including all major Microsoft applications.

Desirable:

- IAG qualification e.g. NVQ Information, Advice and Guidance.
- Experience of supporting offenders in the community and/ or custody to progress towards education, training and employment.
- Able to demonstrate a resilient and robust approach to working within challenging and unpredictable environments.
- Experience of partnership working with public, private and voluntary sector agencies to support your caseload.
- Knowledge of European Social Fund monitoring and audit requirements .

IXION is committed to safeguarding and promoting the welfare of all learners/customers, and expects staff to share this commitment.

All Roles will require a basic DBS Disclosure check due to the nature of the work to be undertaken.