

## Custodial Case Manager

Reporting to: NOMS CFO Senior Case Manager

Salary: £21-23,000

Location: Based within designated prison(s) within the South East / West Midlands, with flexibility to work within any in-scope prison or community delivery site to fulfil the needs of the contract.

Working Pattern: Full Time, Permanent.

Hours: Minimum of 37 hours per week. The normal daily working hours are 08.30-1700 Monday to Thursday and 08.30-16.30 Friday. It is expected that the post holder will work flexibly including evening and weekend work to meet business requirements in exceptional circumstances.

### Purpose of Job:

- To manage a caseload of offenders in prison, 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 prisoners being released from in-scope prisons.
- To provide advice, guidance, coaching, mentoring and support to a caseload of participants via regular one-to-one meetings and group interventions as appropriate.
- To work with Community 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 prisons, 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.

### Key responsibilities:

#### Case management:

- Work within the designated prison(s) with HMPS staff, Community Rehabilitation Companies, National Probation Service and local agencies to build relationships, promoting the programme widely to generate referrals.
- Undertake and/ or review CATS Assessment and identify 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 services 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.
- Deliver skills audits and tailored training/education information and advice, including brokering 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 services if unaddressed issues are identified e.g. healthcare 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 services 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 monthly 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, 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 the designated custodial establishment(s).

- Participate in quarterly practitioner forums with Ixion and subcontractor delivery teams, including Family Engagement Workers and volunteer mentors.

#### General responsibilities:

- Attend training as identified through reviews with your line manager and the Ixion appraisal process.
- Work flexibly across delivery locations, as and when directed by your line manager, including being prepared to move prison in response to fluctuating short and long-term demand.
- Undertake any other responsibilities and ad hoc duties as required by Ixion.
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times.
- Understand and adhere 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 that you work to the Ixion Group's vision, values, objectives and priorities and are strongly committed to them.

#### Skills, knowledge and experience 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 custody and/or community 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.



The successful candidate must undergo an Enhanced DBS check, on the basis that the post involves contact with vulnerable adults, in accordance with the Rehabilitation of Offenders Act (1974). Other relevant recruitment checks will also be carried out, including HMG Baseline Personnel Security Standard and prison vetting and clearances.