

## **Job Description**

**Job Title: Senior Support Worker - CFO Activity Hubs**

**Reports to: Hub Manager**

**Location: Various**

### **Purpose**

A Senior Support Worker will be responsible for supporting the Hub Manager with day-to-day performance and activity of their team of Support Workers. You need to enable and encourage your staff to be highly professional, organised and have the uppermost communication skills, to support the progression of this hard to help client group.

You will work alongside the Hub Manager to support your staff team to successfully deliver bespoke interventions within the Activity Hub and secure successful referral routes to external support services. Your role will involve the scheduling and coordination of all activities taking place within the hub. You will support with the management of risks, safeguarding and health and safety.

You will be responsible for line management responsibilities of a small team of Support Workers and be required to develop and oversee the quality of delivery within your hub location which will include, referrals; quality and compliance; as well as integrated delivery with partner services, caseload reviews and performance excellence activity.

### **Main Duties and Responsibilities**

- To manage a small team of Support Workers within the CFO Activity hub, supporting them to achieve their performance expectations offering support and development to enhance and develop skillsets
- To ensure that all of your direct reports meet or exceed performance and contractual targets whilst meeting or exceeding all external standards with all compliance audits and reviews, ensuring clear action plans are followed for improvement as appropriate
- In conjunction with the Hub Manager, maintain working relationships with local stakeholders including local authorities, health service providers, local release prisons, National Probation Service and the voluntary and community sector to ensure access to service for participants at a local level within our Hubs.
- To manage a caseload of offenders in the community CFO Activity Hub, supporting them to engage and break down barriers to successful resettlement, achieve agreed milestones and develop enhanced skillsets
- To provide advice, guidance, coaching and support to a caseload of participants via regular one-to-one meetings and group interventions as appropriate.
- To create and maintain an inclusive and supportive environment, conducive to individuals' development

- To monitor and report on individual and team daily, weekly and monthly performance targets.
- Undertake and or/review your teams use of CATS, identifying staff training needs to be addressed through the use of the Management Assurance Framework process
- Ensure your team are producing SMART, personalised Action Plans for each participant and relevant offender management agency, which is tailored to the participants individual needs and specifies agreed, realistic goals
- Ensuring your team are referring participants into specialist services if unaddressed issues are identified and are submitting business cases for Discretionary Access Fund to commission support to break down specific needs when these cannot be addressed through existing provision.
- Actively manage and monitor team and own achievement daily, weekly and monthly performance targets, reporting to the Hub Manager as required.
- Set personal development and performance targets for direct reports and ensure these are met and ensure appropriate corrective action is taken if targets are not being achieved.
- Full accountability for timely, accurate and high quality data input onto the programmes Case Assessment and Tracking system (CATs), including daily monitoring of key data integrity reports.
- Ensure your team are updating 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
- Ensuring that there is a regular engagement to capture and record participant feedback.
- Understand and adhere to all responsibilities to ensure that the quality requirements of The Shaw Trusts Quality Assurance Framework, funding body, Investors in People, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.

## **Relationships:**

- Work collaboratively with the Hub Manager, Regional Manager, Network Development Manager, 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.
- Conduct monthly one to one review and quarterly appraisals with team members to promote performance excellence
- Undertake regular caseload reviews with staff to include partners, ensuring that relevant and timely referrals are achieved

## **Other:**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. 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.
4. 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.
5. The Trust has a Diversity and Inclusion 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.
6. 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.
7. 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.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.
11. Expected to travel across the region to other locations as required (E)
12. Must be prepared to travel across the UK, if and as needed (E)
13. Clean current driving licence and a car available for business use (D)

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title:</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• BTEC L3 In Education and Training or equivalent (D)</li> <li>• ICT proficiency including all major Microsoft applications (E)</li> <li>• IAG qualification e.g. NVQ Information, Advice and Guidance (D)</li> <li>• Level 3 Team Leader qualification (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of motivating and supporting individuals with multiple and complex needs to overcome barriers and progress towards future goals of education, training and employment. (E)</li> <li>• Experience of supporting, motivating, and engaging others. (E)</li> <li>• Experience in coaching and leading a team to drive success in a challenging and target driven environment. (D)</li> <li>• Experience of effective performance management (E)</li> <li>• Experience of supporting offenders in the community and/ or custody to progress towards education, training and employment (D)</li> <li>• Experience with data entry, accuracy and attention to detail. (E)</li> <li>• Strong track record of successfully working to targets and KPIs (E)</li> <li>• Experience of working with external stakeholders in providing exceptional participant support or progression routes, working with employers or local authorities or health services or voluntary sector organisations. (E)</li> <li>• An understanding of, and positive attitude towards: mental and physical health; community and social inclusion; and a strength and assets-based approach to engaging participants. (E )</li> <li>• Demonstrable experience of successfully working to targets (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Strong communication and motivational skills across a broad range of resource types, skills and backgrounds.</li> <li>• Proactive and solution focused, taking initiative to create opportunities (E)</li> <li>• Passionate about making a positive difference to peoples' lives. (E)</li> <li>• Excellent organisational skills and time management. (E)</li> <li>• Ability to work independently, providing community based support to participants from our centres. (E)</li> <li>• Excellent interpersonal, communication and presentation skills. (E)</li> <li>• A motivational, flexible and problem solving approach. (E)</li> </ul>

**Personal qualities, communicating and relating to others**

- Able to demonstrate a resilient and robust approach to working within challenging and unpredictable environments (E)
- Exceptional team player with the ability to work on own initiative (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results (E)
- Ability to facilitate, engage, motivate and support partner organisations and participants . (E)
- Proactive resolution of risks and issues.(E)
- Works well in a team and stays focused under pressure (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 a Disclosure and Barring Service Check at a Basic level (E)

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)