

Job Description

Job Title:	Support Worker (Justice)
Reports to:	Hub Manager
Grade:	E
Location:	CFO Activity Hubs

Purpose

The Support Worker manages a caseload of participants (who are ex offenders) within the community CFO Activity Hub, providing comprehensive support to facilitate their engagement and overcome barriers to successful resettlement. This involves working closely with participants to achieve agreed milestones, develop their skillsets, and foster personal growth. Risk management is a critical aspect of the role, considering individual risk levels and restrictions, and ensuring a safe and conducive environment for all hub visitors and participants.

The Support Worker collaborates with various agencies to coordinate a comprehensive through-the-gate service, addressing needs through tailored action plans, providing guidance, coaching, and support, and facilitating access to specialist services when necessary.

The role entails active performance management and reporting to the Hub Manager to ensure targets are met and overall program success is achieved.

Main Duties and Responsibilities

1. 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.
2. To manage risk in the Activity Hubs taking into account each participant's specific risk levels and restrictions and how this impacts on other visitors or participants within the hub environment.
3. To engage eligible offenders, provide initial assessment and undertake action planning.
4. To provide advice, guidance, coaching and support to a caseload of participants via regular one-to-one meetings and group interventions as appropriate.
5. To work with other agencies to coordinate a through-the-gate service including undertaking pre-release handover meetings to ensure activities pre and post release are well planned.
6. To work with a range of statutory and non-statutory partners to address identified needs including Probation, Youth Offending Services and voluntary agencies.
7. To create an inclusive and supportive environment, conducive to individual development.
8. Build relationships with the Probation Service and a range of other local agencies, promoting the programme widely to generate referrals.
9. Undertake and or/review Case Assessment and Tracking System (CATS), identifying participant needs to be addressed and recording the participant journey and milestones.

10. Agree a SMART, personalised Action Plan with each participant and relevant offender management agency, which is tailored to the participants individual needs and specifies agreed, realistic goals.
11. Provide advice, guidance, coaching, and support to participants via regular one-to-one progress reviews.
12. 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.
13. Deliver skills audits and tailored information, advice and where appropriate deliver activities on a one-to-one or group basis, to support participants to grow their confidence, motivation and skills.
14. Refer participants into specialist services if unaddressed 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.
15. Review Action Plans to manage participant progress, identifying and addressing emerging needs, and providing opportunities for participants to feedback.
16. Actively manage and monitor own achievement daily, weekly and monthly performance targets, reporting to the Hub Manager as required.
17. Full accountability for timely, accurate and high quality data input onto CAT S, including daily monitoring of key data integrity reports.
18. 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.
19. Capture and record regular participant feedback.
20. 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:

1. Work collaboratively with the Hub Manager, Regional Manager, Network Development Manager, Supply Chain Manager, central support teams and subcontractor teams to ensure standardised approaches to delivery.
2. Actively participate in one-to-one progress reviews with your line manager and in regular team meetings.

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.

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">Person Specification Job Title: Support Worker (Justice) (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • ICT proficiency including all major Microsoft applications (E) • IAG qualification e.g. NVQ Information, Advice and Guidance (D) • BTEC L3 In Education and Training or equivalent (D)
<p>Experience</p> <ul style="list-style-type: none"> • 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) • Experience with data entry, accuracy and attention to detail. (E) • Strong track record of successfully working to targets and KPIs. (E) • 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) • 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) • Experience of supporting offenders in the community and/ or custody to progress towards education, training and employment. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Strong communication and motivational skills across a broad range of resource types, skills and backgrounds. (E) • Proactive and solution focused, taking initiative to create opportunities (E) • Passionate about making a positive difference to peoples' lives. (E) • Excellent organisational skills and time management. (E) • Ability to work independently, providing community based support to participants from our centres. (E) • Excellent interpersonal, communication and presentation skills. (E) • A motivational, flexible and problem solving approach. (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • 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)
<p>Safeguarding</p> <ul style="list-style-type: none"> • 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 Equality, Diversity and Inclusion. **(E)**