shaw trust

Job Description

Job Title: **CFO Hub Support Worker – Employment**

Reports to: **Activity Hub Manager**

Grade Band: **E**

Location: **Peterborough**

Purpose

Managing a caseload of participants in the community and CFO (Creating Future Opportunities) Activity Hubs, who would like to gain employment supporting them to engage and break down barriers to successful resettlement, achieve agreed milestones and develop enhanced skillsets. Facilitating delivery at pop up Satellite Hubs across the region.

Main Duties and Responsibilities

1. Responsible for the delivery and coordination of CFO Hub achievement (in Hubs and Pop-Up locations) stages including, assessment (where applicable) and service levels including Education Training and Employment (ETE).
2. Facilitation of interventions and activities as outlined in the Hub timetable.
3. Manage a caseload of participants with complex needs requiring intensive person-centred support.
4. Recruit, train and provide support for Hub Peer Mentors.
5. Updating of case notes and inputting of achievements info CATS + the commissioners case management recording system, ensuring high level of compliance to avoid rejected achievements.
6. To ensure the accurate and timely recording of input client data and information in order that the service operatives within contractual, administrative and financial requirements.
7. Building, managing, and maintaining stakeholder relationships to ensure a steady flow of referrals and ensure that there is no duplication of services.
8. Build, manage and maintain support service relationships to ensure referral to/engagement with a wide range of support services for participants based upon need.
9. Build, manage and maintain relationships with other CFO Evolution staff (both internally and externally) to ensure the smooth transfer in of through-the-gate participants. Including involvement with the pre-release inventory and where applicable attending prisons to meet participants prior to release.
10. Identify, develop and maintain local employer/training/education links to assist with participants moving into sustainable Education / Training / Employment.
11. Work collaboratively with the Hub Manager, Regional Manager, Hub Host , central support teams and subcontractor teams to ensure standardised approaches to delivery.

12. Actively participate in one-to-one progress reviews with your line manager and in regular team meetings.
13. Recognise professional boundaries and work within Shaw Trust 's governance frameworks at all times.

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.

shaw trust

Person Specification

Job Title: CFO Hub Support Worker

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- ICT proficiency including all major Microsoft applications (E)
- Level 2 English & Maths or equivalent experience (E)
- IAG qualification e.g., NVQ Information, Advice and Guidance (D)
- Level 3 Award in Education and Training or PTLLS (D)

Experience

- 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)

Skills and Attributes

- 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)
- Demonstrable awareness of risk management and understanding of professional boundaries (E)
- Able to demonstrate an awareness of restorative justice with a commitment to the rehabilitative approach (D)

Personal qualities, communicating and relating to others

- Able to demonstrate a resilient and determined 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)

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 an Enhanced level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equality, Diversity and Inclusion. (E)
- Access to own transport to travel between relevant delivery locations (E)