

JOB DESCRIPTION

Job title	Enhanced Custody and Community Support Worker
Location	Northeast
Hours	Full time (35 hours per week). The successful candidate would need to work flexibly to meet the needs of the service with the potential for some evening and weekend work.
Salary	£27,300
Reports to	Custody Delivery Manager/Service Manager
Ethos of A Way Out	<p>A Way Out is a charity with a difference.</p> <p>We are an outreach and prevention charity working with women, families and young people who experience multiple disadvantages and stigma in our local communities. We engage, empower and equip through our values of Love, Hope and Freedom to prevent further abuse, harm and exploitation.</p> <p>A Way Out is not a “three strikes and you are out” organisation, but one that works patiently and tirelessly with love and hope at the core of what we do, which motivates us to “go the extra mile”.</p> <p>As an organisation honouring our Christian roots, A Way Out believes in meeting people where they are, valuing the power of relationships, building trust, and empowering those we work alongside through our core values.</p>
Job Summary	<p>The Enhanced Custody and Community Support Worker will be responsible for:</p> <ul style="list-style-type: none"> • Performance management on contract • Interface between Ingeus and A Way Out • Oversight of work and daily supervision of staff on CFO contract • Reporting to Service Manager at A Way Out • Working in a women’s prison and community hub setting • Working in a in a trauma and gender informed manner to engage and deliver services and interventions • Creating a safe environment and relationships that prioritises wellbeing, so that learning, and development can take place • Working in a solution and compassion focused therapeutic way • Enrolling suitable participants via means of liaison with prison OMU and other key stakeholders • Developing and improving participants’ job-readiness and ability to successfully apply for work on release • Effectively engage with participants and develop trust-based, positive relationships to provide an appropriate level of ongoing support for a caseload of participants



	<ul style="list-style-type: none"> • Signpost individuals to relevant activities, partner agencies and Peer Mentors. • Addressing barriers to engagement and progression • Supporting individuals into accessing activities and opportunities through effective coaching and mentoring. • Guide and advise participants towards potential training opportunities in prison that could be accessed post-release and, in the community, • Being an integral part of the CFO-Evolution team, securing opportunities for participants, engaging them and the local community and encouraging Peer Mentor support. • Working closely with Community colleagues to ensure continuity of support post-release and including facilitation of referrals to the Employer Engagement Coordinator where appropriate. • Delivering trauma and gender informed programmes of 121 and group work in community hubs across the Northeast • Delivering solution and compassion focused therapy (The Sage Programme) in community hubs across the Northeast. • It is an Occupational Requirement that applications for this post are open to women only, as permitted under Schedule 9, Part 1, or the Equality Act 2010. Enhanced DBS checks will be required.
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Accountabilities	
	<ul style="list-style-type: none"> • Enhanced service team lead for delivery in Low Newton / Community Hubs and Drake Hall Prison • Performance management of service provision across Northeast and Drake Hall Prison • Oversight of work and attendance at relevant management meetings to ensure high quality delivery • Responsible to A Way Out's Service Manager for service delivery of Ingeus contract • Effectively engage with participants and develop trust-based, positive relationships to provide an appropriate level of support. • Provide gender and trauma informed / responsive therapeutic service delivery via The Sage Programme • Signpost individuals to relevant activities, partner agencies and peer mentors. • Apply a mix of assessment, holistic support, challenge and mentoring techniques to the relationship and support provided to the participant • Strike an effective balance between nurturing participants and positively challenging self-limiting beliefs and behaviours • Support participants in actively addressing barriers to engagement, setting clear goals, short and medium-term actions consistent with accessing and attend interventions at the earliest possibility • Ensure participants remain actively involved and engaged, reflecting each individual varied level of need, readiness to progress and their status and circumstances • Regularly review progress and challenges with each participant • Support participant progression through a menu of available activities and support interventions in order to progress • Maintain flexible, regular, relevant and meaningful contact with each participant • Develop and maintain effective working relationships with partners in order to provide effective holistic support, challenge and mentoring

- Develop effective working relationships with colleagues and lead professionals within partner agencies
- Perform active three-way case conferencing with partner agency and participants.
- Provide written and verbal updates to partner agencies as required and participate in joint working e.g. case conferences where relevant
- Adhere to all organisational safeguarding policies and procedures
- Communicate regularly and effectively with the partner agency to deliver a joined-up offer
- Communicate with the partner agency and other relevant partners to explore and access existing support to address the identified support needs of individuals
- Maintain an up-to-date record of individual action planning and support provided
- Record and report on all required monitoring information as required by HMPPS CFO
- Promote a strong brand and ensure that Ingeus / A Way Out become an integral part of the local communities and businesses
- Develop and maintain strong internal and external relationships
- Maintain a sound knowledge of contract requirements
- Ensure adherence to quality processes and all policies and procedures
- Under the Health and Safety at Work Act 1974 each employee has a responsibility to Health and Safety and must also adhere to their responsibilities as laid out in the H & S policy
- Any other related duties as required by the business objectives

Knowledge / Experience

- Relevant degree or professional qualification (NVQ level 4) in a related field (e.g. Criminology, Management, Probation, Health Care, Social Work, equivalent overseas qualification).
- Trauma and gender informed practice
- Working with women experiencing multiple and intersectional disadvantages
- Previous training and group delivery experience
- Excellent communicator with the ability to persuade, influence and listen to others
- Oversight of performance and contractual requirements
- Supervising team members to meet performance criteria
- Excellent presentation and planning skills
- Knowledge of the criminal justice system and working in a contractual environment
- Enthusiastic and flexible team player with high expectations of self and others
- Competent in the use and purpose of technology with excellent IT skills
- To manage own performance and assist in the identification of continuous development needs
- Experience of working in a complex environment and adhering to organisational safeguarding policies and procedures
- Knowledge of the causes of multiple exclusion and gender bias in the criminal justice system
- Knowledge of the causes of crime and impact on women in the criminal justice system
- Experience of setting and maintaining appropriate professional boundaries
- Knowledge and experience of how to recognise and respond appropriately to difficult situations in a group and 121 setting.
- Experience of working with women to overcome barriers to engaging in services

Additional requirements

- Strong experience in engaging, motivating, coaching and mentoring individuals on a one to one basis
- Strong knowledge of employment related and wider social and economic issues and barriers that individuals with convictions may face when accessing support and services

- A sound knowledge of partner agencies that support people with convictions in the local area
- Ability to appropriately apply a solution led approach to the support worker/participant relationship.

This role will be subject to the following requirements:

- The charity obtaining satisfactory references, covering the last 3 years of employment including gaps
- The charity obtaining a satisfactory Enhanced Disclosure Certificate in respect of you from Disclosure Scotland/ the Disclosure and Barring Service in England and Wales
- Your legally entitled to reside and work in the UK

Information Security

Ensure their operation complies with Ingeus'/ A Way Out policies relating to Information Security and Data protection, specifically to:

- Protect all information assets from unauthorised access, disclosure, modification, destruction & interference
- Treat the security of all information assets according to their designated information security classification
- Ensure that they only access information assets that they are authorised to access
- Adhere to the procedure for reporting any security weakness or event
- Commit to, and participate in, personal development of information security awareness & knowledge
- Comply with all laws and contractual obligations regarding the protection of data

General terms of reference – In carrying out the above duties the post holder will

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This job description is not a definitive list of responsibilities but identifies key components of the role.