**Job Description**

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| **POST:** | Specialist Resettlement Worker  (Days to include occasional evenings and weekends) |
| **RESPONSIBLE TO:** | Team Manager / Team Supervisor |
| **LOCATION:** | London Resettlement Prisons Belmarsh, Brixton, |
| **MAIN PURPOSE OF POST:** | To successfully reduce re-offending, contribute to the rehabilitation and reintegration of offenders back into the community. To deliver workshops and resettlement programmes within the prison setting. To Provide pathways, support and appropriate interventions to enable successful resettlement for all prisoners in both a group and on a 1-1 basis. Work with internal and external partners, agencies and commissioners including HM Prison & Probation Service, Community Rehabilitation Companies (CRC’s) and the National Probation Service to achieve the desired outcomes and KPI’s for the service. The Specialist Resettlement worker purpose is to strengthen the service delivery for offenders who require a deeper level of support and knowledge.  Specialist Resettlement Workers will also liaise with other Offender Resettlement workers and other staff in providing support and advice to offenders and be expected to regularly participate in team meetings and other duties deemed relevant by management. |
| **SALARY:** | £25,000 pa inclusive. |

**SERVICE DETAILS:**

This service co-ordinates and delivers resettlement services for offenders across London prisons. These prisons are HMPs Belmarsh, Pentonville, Brixton and Wandsworth. The offenders being supported will have a wide range of resettlement needs and will have varying and sometimes complex needs at differing levels.

Penrose provide resettlement support to offenders in custody and the Community. The service is designed to deliver initial screening and the meeting of immediate needs on arrival into an establishment and comprehensive resettlement planning in the last 12 weeks prior to release from custody. Interventions delivered including workshops and training programmes in order to generate a cohesive resettlement plan for offender’s post release from custody. The service will cover, release planning, employability, finance and benefit advice, support for vulnerable cohorts, social support, Health support, thinking and behaviour skills.

You will be responsible for contributing to the targets set by Penrose in partnership with MTC Novo and the area CRC. One of the key targets will be delivering positive outcomes to reduce re-offending rates. The ability to work within a custodial setting and to be able to develop excellent working relationships with other partner agencies is vital to this role. It is essential that you are able to meet prison clearance requirements to undertake this role.

Specialist Resettlement workers will be expected to have the necessary skills and training to be able to deliver CRC service provision at a deeper level of support for service users with more complex needs, facilitate structured 1-1 sessions and group sessions, develop a cohesive resettlement plan for offenders, be responsible for the case management and the outcomes of service users within their caseloads and to ensure that good links are made with internal and external CRCs and other partners within community and custody. Specialist resettlement workers will liaise closely with Offender Resettlement Workers, receiving referrals and sharing information and outcomes.

**Generic Area’s of Responsibility**

* Adopt BIONIC (Believe It Or Not I Care) ethos
* Work directly with prison staff to facilitate resettlement planning.
* Resolve the immediate resettlement needs directly, or indirectly by ensuring referral of resettlement needs to the correct partners including internal and external partners and confirming referral received.
* Provide resettlement advice and signposting to all offenders.
* If required complete a BCST 2 resettlement within 5 days of BCST1 completion, using the BCST 1 as your guide for the BCST 2
* 12 weeks prior to release, you shall review the offender’s progress using the BCST 3 to complete a comprehensive Resettlement Plan, ensuring that all needs are met, securing outcomes and objectives.
* Create and deliver workshops and training programmes to support the offender needs while in prison.
* Ensure the service user is aware of who is there designated Responsible Officer within the borough and designated time of attendance and licence conditions.
* Work with other service providers to ensure services complement existing provision within prison and in the community.
* Deliver a resettlement service that deals with offenders’ immediate and long-term resettlement needs. To ensure the offender has complete resettlement needs such as accommodation, community appointments, employment, FBD support, specialist support for cohorts, complex needs and health.
* Resolve any immediate barriers and support needs and revisit resettlement needs at the end of the custodial period.
* Work with other agencies and co-commissioned services including health services; the Offender Learning and Skills Service (OLASS); and the Department for Work and Pensions (DWP), Benefits Advisers and Work and Programme Providers within the Resettlement Prison.
* Supply regular progress, action and performance reports to the line manager, including good news stories, to take full ownership of your caseloads and data tools.
* As part of the release planning activity, you shall arrange a mentor at the Gate for the most vulnerable who are in danger of relapse and who do not have sufficient relational support;

**Specialist Resettlement Support Roles**

**Finance Benefit & Debt (FBD)/Education Training & Employment (ETE)**

* To reduce / eliminate debts
* To maximise income
* To improve money management skills
* Support service users towards obtaining suitable training or employment
* Support clients to maintain suitable employment whilst in custody
* Increase motivation to engage with ETE support services

**Personal, Social and Health (PSH)**

* Supporting service users towards improved physical and mental health
* Positive personal relationships built and maintained
* Liaison with prison health and substance misuse services to ensure needs are addressed and continuity of care is provided post-release
* Social investment in community built and maintained
* Increase the safety of the service user (and any children living with the offender)
* Support to better identify risk factors and networks of support

**Liaison with the Local Community**

* To act as a public representative of the Project, ensuring good community relations, particularly with partners, are maintained at all times.
* To liaise with other agencies, ensuring that information is accurately and promptly communicated to other relevant professionals within GPDR policy.

**Administration**

* Reporting of incidents as per Penrose Options Policies and procedures.
* To complete report including offender’s resettlement plans, case notes, MI Data Tool, Oasys and other documentation, in accordance with policy and procedure
* To input and extract information from computerised packages, client monitoring system, and other database systems.
* Any other general administrative tasks to be completed ad hoc as requested by the management team.
* Signing documents in conformity with the Authorisation Policy.

**Health and Safety**

* To take individual responsibility with the other Team Managers, Service Manager and HMP Service for the personal health and safety of all people working, or offenders in Custody. Report any concerns relating to Health & Safety issues at the earliest opportunity to their immediate line manager.
* Ensure that you are fully conversant with all aspects of HMP Service and Penrose Health & Safety Policy, Hygiene, Fire Alarm and related policies and procedures dealing with issues of aggression, emergencies etc.
* Undertake all required training including BIONIC, security awareness and developmental.

**Equal Opportunities**

* Ensure the consistent and effective implementation of the Penrose Options Equal opportunity Policy and Procedures.
* Positively promote an environment within the service and HMP service which respects the different ethnic cultures of the service users.

**Accountabilities and Security**

* Assist in the successful resettlement of offenders into the community
* Accurate and up to date offender records and resettlement plans
* Comply with any required standards or procedures as detailed in the Organisation’s ISO9001 QMS and HMPP Service.
* Achievement of KPI targets and personal objectives
* Maintain appropriate conduct whilst representing Penrose in Custody
* Ensure Penrose is not bought into disrepute
* Report any ‘Conflicts of Interest to your Line Manager and inform HMPPS as necessary using the appropriate methods
* Inform line manager reference HMPPS discipline reporting procedures

**Other Duties**

* Attend meetings and training commensurate with the post of Specialist Resettlement Worker, as requested by your line manager.
* Maintaining a friendly and supportive environment within the service/prison.
* When requested to provide guidance and support to relevant workers, such as volunteers, students, etc., in line with the relevant policy and procedure.

Shifts generally operate between 0800hrs and 1630hrs, Monday to Thursday, 0800hrs to 1330hrs Friday depending on the requirements of the service / HMP Service. Specialist Resettlement Workers will also be required to attend some meetings and training. Occasional evening or weekend working may be required.

**Person Specification**

Specialist Resettlement Workers

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| **Qualifications and Experience** | **Rating** | **Application Form** | **Interview** |
| Appropriate professional qualification:  NVQ / Diploma level 3 in Health & Social Care / Criminal Justice or professional equivalent | Desirable |  |  |
| Experience of working with vulnerable individuals who may have mental health issues / substance misuse / challenging chaotic behaviours | Essential |  |  |
| On the job experience of delivering resettlement plans and providing appropriate interventions for offenders and liaising with other professionals to bring the plans to fruition | Essential |  |  |
| Clear evidence and experience of successful reintegration of offenders into the community | Essential |  |  |
| Experience of providing resettlement support and practical assistance in a secure environment or outreach support role. | Essential |  |  |
| Experience of working with the offender client group/ or transferable skills group | Essential |  |  |
| **Knowledge** | **Rating** | **Application Form** | **Interview** |
| Excellent understanding of the resettlement and social needs of vulnerable individuals | Essential |  |  |
| Understanding and practical application of key legislation regarding criminal justice, social care and mental health | Essential |  |  |
| Knowledge of Health & Safety and Equality legislation and practice | Desirable |  |  |
| Understanding and practical knowledge interventions of the social and societal marginalisation can be attached to people with mental health issues and offending behaviour | Essential |  |  |
| **Skills and abilities** | **Rating** | **Application Form** | **Interview** |
| Excellent and proven ability to form effective positive and motivational relationships | Essential |  |  |
| Excellent communication skills both written and oral with both internally and externally with outside agencies and bodies | Essential |  |  |
| Able to influence and negotiate positive outcomes with the offenders and supporting professional bodies | Essential |  |  |
| Ability to maintain accurate records and write clear reports using bespoke software and branded packages | Essential |  |  |
| Sensitive to both offender and staff needs | Essential |  |  |
| Ability to deliver plans to accomplish work Goals and objectives. Ability to arrange and assign work to use resources efficiently. | Essential |  |  |

**Competences**

Specialist Resettlement Worker

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| **Competency** | **Definition** | **Level** |
| Oral communication | Communicates in a way that is unambiguous using appropriate terminology and non-verbal communication, providing accurate data that influences and informs the recipient. | Level B - Can communicate with a range of people in a positive and inclusive manner which maintains their attention. |
| Written communication | Expresses ideas clearly in a well-structured manner, using correct grammar and appropriate terminology. Uses a variety of media. | Level A - Writes well-structured, error free written documents. |
| Sensitivity | Shows awareness of the diversity of those they work with and for and is aware of their own influence both. Recognises the impact of own behaviour on others. | Level B - Recognises, understands and responds to feelings and needs of others, even when they may be very different to their own. |
| Coaching and motivating | Directing and guiding others in the performance of their tasks. Establishing a spirit of working together to set and achieve goals. | Level B - Independently takes the initiative to provide direction, support and feedback, motivating another to takes the agreed steps. |
| Team working/ working with others | Contribute actively on issues/solutions even when the issue is not the responsibility of the individual. | Level A - Work with others internally and externally to deliver solutions/results. |
| Service User focus | Understand customer needs and requirements and act accordingly. Ensuring high level of service delivery to deliver customer satisfaction. | Level B - Actively investigates further needs of the client and demonstrates their desire to deliver the best to the client. |
| Results Orientation | Actively focused on achieving results and objectives. | Level A - Works purposefully to achieve objectives and tasks on time and as agreed. |