



Job Description

Post:	Engagement Worker
Service:	Offender Personality Disorder; Housing and Accommodation Support Service (OPD HASS)
Location:	London Borough of Lewisham and Redbridge
Reporting to:	Deputy Manager
Salary	£22,865 per annum
Hours/Shift Patterns/Rota	<p>37.5 hours per week on a shift pattern:</p> <ul style="list-style-type: none"> • 8:00am to 4:00pm and • 1:30pm to 9:30pm <p>Occasionally shifts can be adjusted to allow for attendance at assessments, team meetings, and training.</p>

SERVICE DETAILS

The Offender Personality Disorder (OPD) Pathway is a jointly commissioned and delivered pathway of services for people in criminal justice system who are deemed high risk, and likely to satisfy the diagnosis of 'personality disorder'. The joint responsibility is between NHS England and Her Majesty's Prison and Probation Service (HMPPS).

Housing and Accommodation Services (HASS) have been designed to support the OPD Pathway and Penrose OPD HASS will provide specialist housing and accommodation support to offenders meeting specific criteria, thereby facilitating their eventual move on to fully independent living in the community.

Penrose OPD HASS works with individuals that have been assessed as having a high risk of re-offending, in collaboration with other Pathway partners and the



National Probation Service. Together we provide risk management, support treatment, therapies, delivery of and access to interventions, and a safe environment for residents to learn and exercise new skills.

The support Penrose provides is individually designed to support service users build and foster healthy relationships, modify cycles of behaviour, reduce the risk of reoffending and to integrate them back into the community with a reduced reliance on local mental health resources.

Our OPD HASS high support accommodation is staffed 24 hour per day, 7 days per week and provides accommodation for six male residents on each site. one based in Lewisham and one based in Redbridge.

A third service for women is based in Lambeth.

Purpose of Role

The post holder will work as an vital member of the Offender Personality Disorder Housing and Support Service. Working in collaboration with the National Probation Service and other partners within the Offender Personality Disorder (OPD) Pathway, you will support adult males who have recently been released from prison, secure health settings or who are moving on from Approved Premises. You will work with residents providing 1-1 support as well as other key engagement activities, supporting them to further develop their talents and self-belief whilst managing their mental health and wellbeing. You will support, inspire and motivate residents to develop the required skills to build confidence and move into safe, successful independent living within the community. You will provide robust risk management, sharing information with probation and other partners to help keep your service users safe.

KEY AREAS OF RESPONSIBILITIES

- Accountable for own professional practice in the delivery of care to service users with Personality Disorder and complex mental health conditions which may include challenging behaviours.



- To be compassionate in meeting the needs of service users, their carers and families.
- To promote at all times, a positive image of people with personality disorder, mental ill health and complex needs.
- To always promote a positive image of the service and Penrose.
- Provide and support multi-disciplinary training and development, particularly in relation to the implementation of PIE and Enabling Environments.
- Ensure that a therapeutic perspective is supported.
- To work with Pathway and external partners, agencies and commissioners including HM Prison Service, National Probation Service, MAPPA and other community based supporting agencies to achieve the desired outcomes for the service user.
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MAIN DUTIES AND RESPONSIBILITIES

Service Focus

- To work directly with service users in providing a high-quality delivery of service using appropriate planning and monitoring tools.
- To ensure that the service users are empowered at every reasonable opportunity to make decisions and take control over their life and service, unless this is clearly detrimental to their well-being.
- To create an Enabling Environment so that the service users can move their life forward looking for real community connections, friends, hobbies, interests, work and being creative and challenging about the support provided.
- To be creative in involving the service users in meetings which ensures they remain at the centre of the discussion and make choices and decisions.
- To support service users to achieve their goals, in line with their support plan.
- As part of service users support plan, to liaise with external professionals, e.g. GP's, probation officer, Care Coordinators etc.
- To promote service users' rights and responsibilities, providing advice and information to service users and others, where appropriate.



- To recognise the indicators of deteriorating mental health, and to initiate discussion about strategies and appropriate interventions to address such deteriorations.
- To encourage service users to recognise, understand and begin to address factors which affect their wellbeing.
- To work in accordance with any service specification or contractual arrangements providing a flexible service which is responsive to individual needs.

Referrals and Assessments

- Responsible for assessing psychological needs of service users and helping to implement appropriate psychological interventions.
- Responsible for interviewing potential service users to assess their suitability and identify potential risks.
- Liaise with referral agencies and ensure that vacancies are filled within an appropriate time scales and in line with Penrose's Referral Policy ensuring void targets are met.

Support and Resettlement

- To be responsive to the criminogenic needs of service users and contributing to designing appropriate risk assessments using structured and semi structured tools like HCR-20, IPDE, VRS, VRS-SO.
- To have knowledge and understanding of Risk Management in a criminal justice environment and how formulations contribute to stabilisation and resettlement in the community.
- To deliver or support the delivery of group sessions which complement those delivered by the Community Psychological Treatment Service.
- Act as named recovery practitioner for service users as designated by the Service Manager.
- Plan and co-ordinate individual support and resettlement packages for the service user, liaising with the appropriate agencies and care professionals to ensure successful delivery of the plans.
- Deliver 1-1 interventions as required.
- To support facilitation of internal group interventions.
- Constantly ensure there is genuine engagement with the service users using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence and community integration.



- Encourage service users to participate in the running and development of Projects / Social Enterprise initiatives, training interventions, volunteering or work experience within Penrose.
- Provide / arrange for various advice, advocacy and or information to service users in relation to physical health matters, substance misuse welfare benefits, education, employment and training, life skills and any other identified support needs.
- To positively respond to service users who may need assistance, seeking the support of the appropriate manager if necessary, in emergencies.
- Deal with any disputes or emergencies.
- Ensure that at all times work is conducted within the policy and procedural framework established, ensuring full up to date knowledge and understanding of policies, procedures and legislation at all times.

Housing Property Management

- To assist the staff team in managing security and safety, health & safety, maintenance, rent/charges collection, arrears and void control.
- Sign up new service users with appropriate Tenancy Agreement following correct procedures. Assist them to take up occupancy of their room and provide them with induction, including information on the conditions of their tenancy, tenant's charter, Penrose policies and procedures and relevant local information in consultation with RSL's.
- Ensure that service users understand their rights and responsibilities regarding welfare benefits, and assist them in making their claims in order to maximise their income.
- Ensure that adequate records are kept of any action taken regarding a tenant's breach of agreement. In particular, to anti-social behaviour, monitor the payment of rents, and to avoid and recover rent and service charge arrears.
- Assist service users with arrangements for moving into the property, ensuring benefits are applied for, utilities connected, maintenance problems resolved, and that the property is properly furnished.
- Carry out pre-void inspections of Penrose properties, making arrangements with service users for replacement or repair of Penrose property.

Liaison with Agencies and Local Community



- To act as a public representative of the Service, ensuring good community relations are always maintained.
- Ensure timely information sharing with Offender Managers and other key stakeholders to support robust risk management and positive resettlement outcomes
- Develop and maintain good community relationships within the locality particularly direct neighbours and other interested parties.
- Liaise with other agencies ensuring that access to services is maintained and that information is accurately and promptly communicated to other relevant professionals and carers as directed and agreed.
- Maintain good working relationships with Probation Staff, Care Coordinators, Community Psychological Treatment Service and all other professionals involved in service users care plan.
- Attendance at professional and other meetings as required

Administration

- To undertake administrative tasks as part of regular duties ensuring that these are completed accurately and in a timely manner.
- Reporting of incidents as per Penrose policies and procedures.
- To complete reports (either electronically or written), including service user's support plans, case notes and other documentation for managers, members of the management board and other agencies, as directed by your line manager in a timely and accurate manner and in accordance with policy and procedure
- To input and extract information from computerised packages, service user monitoring system, and other database systems.
- Any other general administrative tasks to be completed ad hoc as requested by the management team.
- Attend and participate in staff meetings.
- When requested to provide guidance and support to relevant workers, such as volunteers, students, etc, in line with the relevant policy and procedure.



Teamwork

- To work as an effective part of the team in ensuring that Service Users receive a high quality and responsive service.
- To use a variety of means of communication effectively.
- To ensure that any matter of concern relating to any of the Service Users is immediately notified to a manager.
- To be involved in team building and planning processes and ensure that any designated responsibilities arising from any action plans are undertaken as required.
- To be proactive in adhering to all health and safety requirements and reporting any matters of concern immediately to a manager.
- To ensure all administrative, recording and reporting requirements are undertaken in an appropriate and timely way.

Health & Safety and the Environment

- Promote and encourage best practice in HSE.
- Take individual responsibility for all people working, living or visiting the service, especially in response to emergencies.
- Ensure you are fully conversant with all aspects of the H&S Policy, Hygiene, Fire Alarm and related policies and procedures dealing with emergencies.
- Report any H&S risks or concerns to management at the earliest opportunity.
- Carry out regular checks in the service including communal areas.
- Ensure the service is kept clean and taking appropriate action to maintain the condition of the building.
- Ensure the service is secure by regular patrols and monitoring of external doors, windows and access in and out of the building.
- Carrying out service user room checks as necessary.
- Monitoring and reporting on the communal environment, including local service user phone calls where identified, and taking appropriate action.
- Collection and deliveries of goods and storing of light goods as required.
- Where necessary, to effectively participate in the on-call system as required by individual services.



- CCTV monitoring where and when required
- Using personal security systems within the workplace according to service guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.

Cleaning Duties

- To undertake general cleaning duties including household tasks such as ordering products and ensuring that stock levels are maintained and to keep records in accordance with the agreed cleaning rota.
- Cleaning and preparing rooms for new service user arrivals as necessary.
- To prompt, support and assist residents to maintain a reasonably tidy living environment.

Authorities

Signing documents in conformity with the Authorisation Policy.

Confidentiality

Service user and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence and will be dealt with in accordance with the Penrose Disciplinary Policy.



Equal Opportunities

- Ensure consistent and effective implementation of Equal Opportunities & Diversity policy and procedures
- Positively promote an environment which respects and values the diversity of both staff and service users

Personal/Professional Development

The post-holder will participate in Supervision, Reflective Practice and any training programme implemented by the service as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality

The post-holder will strive to maintain quality within the service, and will:

- Ensure any data/information prepared for either internal or external analysis is 'fit for purpose' i.e. that it is accurate, valid, reliable, timely, relevant and complete.
- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.



- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet service user needs.
- Effectively manage own time, workload and resources.

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users, friends, family and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Policies and Procedures

The post holder is required to abide by all policies and procedures of Penrose and the Social Interest Group.

Other Responsibilities and Duties as Required

- Attend training as requested
- Share best practice and provide guidance to colleagues where necessary.
- Availability for Shifts as Rota is based on providing 24 hour cover to this service, 7 days per week.
- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed in line with the expectations of the position.

This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.



Please note that this job description is subject to change (following consultation) depending on the needs of the organisation.

Person Specification

Qualifications and Experience	Rating	Application Form	Interview
Appropriate professional qualification: A degree in psychology or equivalent /	Essential	✓	



NVQ / Diploma level 3 in Health & Social Care / Community Justice or professional equivalent			
A good working understanding of personality disorders and models of treatment intervention especially when working with vulnerable individuals	Essential	✓	✓
Experience in risk assessment and risk management	Essential	✓	✓
Experience of working with vulnerable individuals who may have mental health issues / substance misuse / challenging chaotic behaviours	Essential	✓	✓
On the job experience of drafting and agreeing support plans and providing appropriate interventions for service user and liaising with other professional to bring the plans to fruition	Essential	✓	✓
Clear evidence and experience of successful reintegration of vulnerable individuals into the community	Essential	✓	✓
Experience of providing housing support and practical assistance within a residential or outreach support role.	Desirable	✓	✓
Experience of void management	Desirable	✓	✓
Knowledge	Rating	Application Form	Interview
Excellent understanding of the housing and social needs of vulnerable individuals	Desirable	✓	✓
Understanding and practical application of key legislation regarding social care, housing, criminal justice and mental health	Essential	✓	✓
Knowledge of Health & Safety and Equality legislation and practice	Desirable	✓	✓
Understanding and practical knowledge interventions of the social and societal	Essential		✓



marginalisation can be attached to vulnerable individuals with mental health issues and offending behaviour			
Skills and abilities	Rating	Application Form	Interview
Excellent and proven ability to form effective positive and motivational relationships with vulnerable individuals	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 service users and supporting professional bodies	Essential	✓	✓
Ability to maintain accurate records and write clear reports using bespoke software and branded packages	Essential	✓	✓
Sensitive to both service users and staff needs	Essential		✓
Able to take part in a range of therapeutic / work focused groups	Desirable	✓	✓
Personal Attributes	Rating	Application Form	Interview
To be a conscientious worker	Essential		✓
Able to work in accordance with Penrose Values and Behaviours	Essential		✓
Able to engage with vulnerable people and work effectively in highly distressing and challenging circumstances	Essential	✓	✓
Respects and has awareness of the advantages of joint working with other experienced professionals in a multidisciplinary setting	Essential	✓	✓
Able to work flexibly and co-operatively as part of a team	Essential	✓	✓



Able to use own initiative and make decisions independently	Essential	✓	✓
Committed to continual quality and service improvement	Essential	✓	✓
Self-aware and committed to professional and personal development	Essential	✓	✓
Able to accept and respond positively to feedback from supervision	Essential	✓	✓
Other Requirements	Rating	Application Form	Interview
Ability to travel independently in accordance with Penrose policies and service need	Essential		✓
This post is subject to a Criminal Records Bureau Disclosure to identify any relevant criminal background	Essential	✓	✓