

Engagement & Support Worker Job Description

Post Title: Engagement & Support Worker
Based: Central Bedfordshire
Salary: £24,000.00 per annum
Hours: 37.5hrs
Contract: Permanent

Our vision at CLI is that everyone feels a part of their community and can achieve their potential. We provide a pathway into new, healthier, and positive lifestyles for people through mentoring, one-to-one support, group activity and volunteering so people can develop the skills and community connections to enable them to sustain positive change. To make our vision possible, we are seeking a passionate, motivational, and dynamic Engagement & Support Workers working on the Bedfordshire's Support, Advice, Mentoring and Advocacy Service (SAMAS).

The Bedfordshire's Support, Advice, Mentoring and Advocacy Service (SAMAS) is central to highly impactful and established support provision for people in recovery from addiction and/or desistance within the criminal justice system. SAMAS is independent from statutory treatment provision and highly focused on the development of a peer-led recovery community which is inclusive for all.

Our vision for SAMAS is that it provides a pathway into a new and healthier lifestyle for people impacted by addiction/criminal justice systems and the complex issues they face. Through mentoring, one-to-one support, group activity and volunteering, people can develop the skills and community connections to enable them to sustain positive steps towards their goals.

Main Duties

- Build relationships with a caseload of people with multiple complex needs (addiction, mental ill-health, offending and / or homelessness) to engage them with services.
- Develop co-produced, outcome focused support plans that reflect each individuals' personal strengths and goals.
- Co-ordinate interventions provided by other agencies to ensure that the right support is provided at the right time to enable people to progress on their journey to recovery.
- Adopt and model best practice in working with people who have multiple and complex needs.

The main requirements for the role are:

- Work flexibly and assertively, placing emphasis on engagement, maintaining contact, and relationship building in community settings.
- Engage with and build rapport through strong relationships with people to determine their eligibility for the programme.
- Carry out person-centred assessments and ensure these assessments are regularly reviewed.
- Work with the person to develop a co-produced and outcome focused support plan.
- Contribute to the effective co-ordination of support including enabling access to other services.
- Act on advice and support from more senior staff as appropriate on cases.

- Ensure opportunities for service user involvement.
- To represent CLI at local events and partnership meetings.
- Ensure all relevant data is entered onto our case management system accurately and punctually.
- To maintain highly effective administrative and reporting processes, including the collation of performance data.
- To be able to work flexibly when necessary to meet the needs of the people we support.

General

- Ensure all work meets both external and internal quality, contractual, performance and professional targets and standards.
- Works in accordance with the Service operating model.
- Develop, maintain, and coordinate effective working relationships with external agencies.
- Maintain and develop support knowledge and expertise.
- Other tasks as delegated by the Project Coordinator.

Requirements for the successful candidate

- Experience of working (or significant voluntary experience) within drug & alcohol recovery or treatment services, homelessness / housing services, criminal justice services or mental health services is highly desirable.
- Passion for supporting people who are living in complex situations.
- Lived experience of similar issues faced by the people we support is desirable but not essential.
- Driving and own car with business use insurance is essential.

Recruitment of Ex-Offenders Policy

This policy applies to paid employees of Community Led Initiatives CIC (CLI) and volunteers who volunteer directly with Community Led Initiatives and its associated projects.

- As an organisation using the Disclosure and Barring Service (DBS) checking service to assess applicants' suitability for positions of trust, CLI complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a DBS check on the basis of a conviction or other information revealed.
- CLI is committed to the fair treatment of its staff, potential staff, or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability, or offending background.
- We have a written policy on the recruitment of ex-offenders, which is made available to all DBS applicants at the outset of the recruitment process.
- We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications, and experience.
- A DBS check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS check is required, all application forms, job adverts and recruitment briefs will contain a statement that a DBS check will be requested in the event of the individual being offered the position.
- Where a DBS check is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within CLI and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows CLI to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.
- We ensure that all those in CLI who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or opportunity to volunteer.
- We make every subject of a DBS check aware of the existence of the Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a DBS check with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with CLI. This will depend on the nature of the position and the circumstances and background of your offences.