

**Engagement & Support Worker
Job Description**

Post Title:	Engagement & Support Worker
Based:	Greater Manchester
Salary Band:	£25,000 per annum
Hours:	37.5 per week
Contract:	Fixed Term until 31 March 2026 (potential to be extended)

Job Summary:

The Engagement and Support worker will mentor people who are being supervised by the National Probation Service, providing practical and emotional support in the community, to support people to live positive lives, improve their wellbeing and to build community connections. Each relationship with CLI is tailored to the individual and is flexible to respond to the dynamic situations that people can find themselves in. The service delivered provides support which can include:

- Meeting up in an informal, community setting
- Attending appointments/activities alongside the person providing advocacy support as required
- Building self-esteem and confidence to manage interactions independently.
- Exploring a range of activities to build interests and social connection e.g., going for a walk, going to the gym, playing pool, getting a coffee, visiting museums, playing football.
- Help with motivation and organisation throughout the week - Reminder texts/phone calls/WhatsApp messages – some relationship building will be achieved through digital contact as well as face to face.

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 inspiring, compassionate, and energetic people who will motivate and guide people along their desistance journey. We actively welcome applications from people who have lived experience of prison or probation, addiction, mental ill-health, or homelessness, as this is often the reality for those people we support.

Successful candidates will commit to working in line with our workplace values which are:

- People come first in all our work.
- People need connections –to other people and to their communities.
- We believe in the power of relationships to build these connections.
- We value how all life experiences build strengths and capabilities.
- We believe in helping people achieve their potential through using these strengths and capabilities.

Main Duties:

- Build relationships and provide support to up to 15 people at any time, currently being supervised by the National Probation Service in the community.

- Carry out person-centred assessments and ensure these assessments are regularly reviewed.
- Develop co-produced, outcome focused support plans that reflect each individuals' personal strengths and goals.
- Co-ordinate interventions provided by other agencies, including Adult Social Care; Criminal Justice services; Health services; employment and training agencies to ensure that the right support is provided at the right time for people.
- Maintain accurate up to date records on the chosen case management system of progress against individual support plans and outcomes information within set timeframes.
- Maintain highly effective administrative and reporting processes, including the collation of performance data.
- Ensure all work meets both external and internal quality, contractual, performance and professional targets and standards.
- Work flexibly and assertively, placing emphasis on engagement, maintaining contact, and relationship building in community settings.
- To complete dynamic risk assessments and maintain own safety by following lone working procedures
- Act on advice and support from more senior staff as appropriate.
- Ensure opportunities for service user involvement.
- To represent CLI at local events and partnership meetings.

Person Specification:

- Experience of working (or significant voluntary experience) within, criminal justice services, drug & alcohol recovery or treatment services, homelessness / housing services or mental health services is highly desirable.
- Lived experience of similar issues faced by the people we support is desirable but not essential.
- High level of relationship skills: Empathy; caring; acceptance; mutual affirmation; supportive and constructive challenge and positive expectation for the future.
- Ability to quickly build rapport; being persistent, determined, and resilient.
- A creative approach to problem solving; getting and keeping people engaged and demonstrating empathy.
- An understanding of the complex interdependencies of mental health and substance abuse and offending behaviour.
- Promote the rights, responsibilities and informed choice of the people receiving the service, acting as an advocate to promote independence.
- Demonstrable coaching skills in promoting independence and pro social attitudes.
- Adaptability to changing and emerging needs as the project develops demonstrating flexibility and resilience in challenging situations.
- Experience of data collection, administration and recording procedures with the ability to maintain accurate case notes and organise own case load.
- Experiencing of using Microsoft applications.
- Ability to work under pressure and maintain a positive approach.
- Ability to work flexibly when necessary to meet the needs of the people we support.
- Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.
- The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services.
- To show the ability to advocate and be diplomatic.

Other:

- Professional curiosity with the ability and willingness to learn and apply learning to support delivery.
- Professional and values led with integrity, inclusivity, and respect for diversity.
- Ability to work across Greater Manchester to meet service delivery demands when required.
- Full driving licence, own car and business 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.