

JOB DESCRIPTION

Case Worker – Restart

Pay Range	£24,397 - £26,649 per annum, pro rata dependent on experience	Service Area	Housing and Homelessness
Line Manager	Team Manager	Location	Thames Valley – Oxfordshire, Buckinghamshire, Milton Keynes, Reading and Slough
Full/Part Time/Hours	Full and part time hours available 15 – 37.5 hours per week.	Contract	Fixed term until 31 st October

JOB PURPOSE

Our Mission

Our team of staff members and volunteers work alongside people to overcome life's challenges. Why? To work towards our ultimate goal of solving homelessness and achieving independence. We recognise that every human being encounters challenges in life and we're here to support anyone who finds themselves in a time of difficulty, either through directly offering our support, or helping them to find the right support elsewhere

Purpose of the role

Restart Thames Valley is delivered in Partnership with Aspire Oxfordshire, and Thames Valley Partnership. The service focusses on creating a systematic change to reduce reoffending in the area and aims to break the cycle by offering support through the gate and in the community post release.

Key Aspects of the project:

- Provide person centred support to male clients through the gate and post-release from Bullingdon prison.
- To support with accessing and maintaining their accommodation.
- Support people with accessing benefits and working with clients to overcome debt or financial issues.
- Prevent re-offending by strengthening resilience and independence.
- Facilitate integration into the local community.
- Support people to access services for mental, physical health and addiction issues.
- Support people to access employment, training and volunteering opportunities.
- Develop and build on life skills to enable independent living

RESPONSIBILITIES

In relation to the clients:

- To work with clients to assess their support needs, supporting to find solutions to prevent them from re offending.
- Developing and sustain a working relationship with clients.
- Working with clients for a regular period based on mutual agreement.
- Providing information and guidance on welfare rights, housing options, tenancy rights and responsibilities, and helping clients to access other support services if required.
- Working with clients to help them learn, or improve, their practical life skills (e.g., budgeting, paying bills, and planning meals).
- Support clients to access and maintain accommodation.
- Provide support that is sensitive to the different needs of people. (e.g., culture, religion, background, personal beliefs, age, personal experiences etc).
- Deliver support across a variety of platforms if needed, (e.g., face to face, telephone, email, digital).
- Provide a caring, supportive and nurturing environment where in which people can feel secure and supported.
- Recording and monitoring outcomes and support.
- Connect client's community networks where applicable.
- Maintain client confidentiality at all times, with the exception of those covered under the safeguarding policy and procedure.

In relation to other agencies

- To represent Connection Support and its values with all stakeholders, at relevant external meetings, and inter agency forums with agreement from the team manager.
- Develop and maintain professional relationships with voluntary and statutory agencies, promoting co-working strategies when appropriate.
- To keep updated on legislation and policy change relevant to your role. (e.g., housing, welfare rights, mental health, drug use and offending behaviour).
- Work with partners and the Restart project team to identify, escalate, problem solve, unlock and share information about barriers to successful outcomes for clients.
- Build, promote and maintain productive and trusted relationships and effective communication with clients, colleagues, families and carers, Courts, Police, Probation, housing and community partners to ensure that a professional and consistent service is provided.
- Represent the project partnership professionally by engaging positively and proactively with partner agencies, and champion the project and its vision.
- Liaise with referral org and meet with client to introduce self and variety of support offerings (those from your host org and others)

In relation to policy and administration

- To keep casework records up to date to meet contractual obligations and so Connection Support can monitor and assess its efficiency and effectiveness.
- To carry out all necessary administration in relation to case work, or role.
- Ensure you work within Connection Support policies and procedures at all times.
- Promote and uphold Connection Support Equality, Diversity, Equity and Inclusion policy at all times.
- To support the team and organisation within reason any additional duties.

Additional Information:

Working hours: Monday – Friday 37.5 hours per week or part- time hours also considered.

Access to a car is essential due to travel across the Thames Valley area.

REHABILITATION OF OFFENDERS ACT

Connection Support is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

This post involves working with vulnerable children, young people or adults, therefore is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are ‘spent’ under the provision of the Act.

We are committed to carefully screening all applicants who will work with young people and adults with support needs. Employment checks and references will be undertaken on all prospective applicants, as well as a Disclosure & Barring Service check.

SAFEGUARDING STATEMENT

Employee

Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.

Manager

Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided, and standards are reviewed and updated as required.

Senior Managers

Ensure organisational safeguarding strategies reflect statutory requirements and best practice. Ensure these are understood and implemented within the area of responsibility. There is a proactive and positive Safeguarding Culture. The organisation meets its statutory Safeguarding requirements. Strategic risks are effectively managed.

