

## PLIAS Resettlement Women's Caseworker Job Description

<b>Reporting to:</b>	Women's Services Lead
<b>Location:</b>	Bridge Park Complex
<b>Salary:</b>	£25,000 pro rata
<b>Working Hours:</b>	Monday & Tuesday 9.00am – 17.00pm (Flexibility Required)

Part-time, 3-Year Fixed Term.

### Overall Purpose of the Role

The post holder will be responsible for providing information, advice and guidance services to women ex-offenders and other vulnerable women and their families to improve their employment prospects. The post holder will provide practical support to ensure that they are able to access services such as education, training, employment and housing etc. to promote their well-being and independence and their capacity to participate in community life. The Caseworker will also support women into employment on the Phoenix PACT project.

Provide support to Women on the Phoenix Project to meet agreed targets and activities.

The primary role of the post holder is to support women into employment and training thereby delivering the organisation's aims and objectives of reducing the risks of re-offending, supporting women experiencing domestic abuse and other harmful practices.

### Duties & Responsibilities

1. To provide a comprehensive and holistic assessment, advice, and support service to meet the needs of women ex-offenders, vulnerable adults and their families and to explore innovative and effective methods of casework which will help reduce the risk of re-offending.
2. To undertake casework providing advice and advocacy for clients regarding their rights and needs related to their circumstances, (e.g., accessing benefits, housing, health and social care support, welfare rights, education, training, and employment.
3. To undertake literacy, numeracy, and other needs assessments for women in the community which will inform individual Goal Setting and Action Planning.
4. To undertake IAG sessions for Women on the Phoenix Project as agreed by the Women's Lead ensuring information is entered onto the PLIAS Resettlement database system.
5. To undertake individual risk assessments and then managing those risks, which is crucial in this role.
6. To work closely with other staff members to provide a comprehensive package of support to contribute to the organisations primary aim and objective of reducing the

risks associated with re-offending and support offenders and ex-offender's reintegration and resettlement into the community.

7. To ensure that regular contact with clients is maintained by checking in and following up with clients fail to attend appointments, with the aim of ensuring on-going engagement.
8. To work closely with partner agencies and develop links and referral arrangements with agencies providing education, training, employment, accommodation, and specialist support appropriate to the clients' needs.
9. To promote the service by representing the organisation at appropriate events including jobs and careers fairs, employer open days and presenting the service aims, objectives, increasing awareness and encouraging participation of clients into work.
10. To build on existing databases and develop further links to provide an effective sign posting and referral service to support the progress of women.
11. Upload paperwork and clients records to a required quality standard to ensure that the women's journey is documented in accordance with PLIAS Resettlement quality standards, and funders requirements.
12. To maintain accurate and up-to-date records case notes and correspondence as a main requirement of the post and as directed by the Women's Lead and management, collate, monitor, evaluate and interpret statistics of all work undertaken, and prepare reports for a variety of purposes and report these in a timely manner as required.
13. To ensure a high standard of support, casework, and file management.
14. To attend regular supervision and case work review meetings.
15. To work jointly with the Women's Lead to arrange suitable activities with organisations or individuals to meet the needs of women and their families on the Phoenix Project.
16. To undertake training and self-development to develop skills and increase knowledge and understanding of PLIAS Resettlement's clients and its work.
17. To contribute to PLIAS Resettlement diversity and equality opportunity Policy to ensure compliance from staff and volunteers.
18. To contribute to fund raising opportunities to ensure the sustainability of PLIAS Resettlement services.
19. To undertake any other duties that the management team may require that is commensurate with the post.

## **Equalities**

1. Model a pro-social model and outcome focused approach; upholding an inclusive culture where respect, honesty, and trust enable adults and young people to achieve their aims and goals.

2. Work within expected practice standards, expectations and timescales, and culture of personal and collective responsibility and accountability for the quality and inclusivity of all delivery.
3. Demonstrate a commitment to equality of opportunity for all groups of staff and service users and challenge discrimination including racism, sexism and all other forms of oppression and unjust attitudes, behaviour and practice.
4. Promote equality of opportunity and collaborative working, delivering non-discriminatory services and promoting greater equity for disadvantaged groups.
5. Be vigilant to the diversity of the adult and young people programs and opportunities provided; ensuring they are reflective of the needs of different age groups, abilities, and cultural identities, and inclusive of their interests.

### **Benefits**

In return for your hard work, dedication, and commitment, PLIAS Resettlement can offer you some fantastic benefits:

1. Competitive Pay Rates
2. Personalised Well-Being Budget
3. Workplace Pension Scheme
4. Free DBS
5. Free training

**Working for PLIAS Resettlement gives you the opportunity to impact the community and deliver positive change in people's lives.**

## Women's Caseworker Person Specification

<b>Education &amp; Qualifications</b>	<b>Criteria</b>	<b>Assessment</b>
NVQ Level 3 in Information, Advice & Guidance or Equivalent Qualification	E	A
Commitment to personal/professional development	E	A
<b>Experience</b>	<b>Criteria</b>	<b>Assessment</b>
Experience of undertaking casework	E	A/I
Experience of working with women from diverse communities	E	A/I
Experience of working with vulnerable women with criminal convictions or complex needs and supporting them into employment and training and other positive outcomes	E	A/I
Experience of delivering employability support and Information, Advice & Guidance (IAG) and tracking client progress	E	A/I
Experience of working with external stakeholders, partners and employers	E	A/I
<b>Knowledge and Skills</b>	<b>Criteria</b>	<b>Assessment</b>
Knowledge of working practices, legislation, and policies within the charity sector in relation to delivering services to adults and young people	D	A/I
Knowledge and understanding of safeguarding policies and guidelines	E	A/I
Knowledge and understanding of barriers faced by women who have been in contact with the criminal justice system	E	A/I
Knowledge of Labour Market Information (LMI)	E	A/I
Ability to establish good working relationships with colleagues and external organisations	E	A/I
Ability to work on own initiative	E	A/I
Excellent communication skills, including written, oral, digital and telephone communication	E	A/I
Excellent organisational and time management skills	E	A/I
Proficient in Information Technology including Microsoft Word, PowerPoint, Excel, Teams and other online platforms including Zoom	E	A/I
<b>Personal Qualities</b>	<b>Criteria</b>	<b>Assessment</b>
Highly motivated and self-reliant	E	I
Enthusiastic, innovative forward looking and committed	E	I
Tenacious and able pursue matters to a close	E	I
Excellent organisational and planning skills including the ability to be flexible to achieve targets	E	A/I
A passion for improving outcomes for our service users	E	A/I
Creative approach to problem solving	E	A/I
Excellent interpersonal skills	E	I
Ability to be reflective and self-critical	E	A/I
Ability to display calmness under pressure and remain focused	E	I
Willingness to support colleagues	E	A/I
High expectations of self, clients, and colleagues	E	A/I

### Criteria Key

E Essential  
D Desirable

### Assessment Key

A Application  
I Interview