

Case Worker

Staffordshire NEETS

Job Pack

Sova 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. Enhanced DBS checks will need to be completed and any individual banned from working with children/and or vulnerable adults should not apply.

When completing the application form please ensure that you provide evidence of all the criteria in the person specification.

Sova is a Disability Confident Employer and actively welcomes applications from disabled candidates. We operate a guaranteed interview scheme for all disabled applicants whom the shortlisting team determines meet the minimum criteria for the post (see essential criteria on the person specification). Please ensure that you highlight that you are disabled on the diversity form to ensure that you are automatically considered for a guaranteed interview, if you meet the minimum criteria.

Job Reference: CW1192 (please ensure you quote this reference on your application form)

Job Title: Case Worker

Base: Stafford/Staffordshire

Salary Range: £20,502 - £22,253

Starting Salary: £20,502

Hours: 35 Hours per week, Full-time

Project Funding end Date: March 2019

Please do not send CV's as they are not an acceptable alternative to any part of the application form and will not be considered or read. Completed application forms should be submitted in Word format only and should be returned electronically to: recruitmentmidlands@sova.org.uk

Closing date: Midday Friday 24 March 2017

Interview date: w/c 3 April 2017

Job Description

Job Title: Staffordshire NEETS - Case Worker

Base: Stafford/Staffordshire

ORGANISATIONAL BACKGROUND

Sova is a charity that works in the heart of communities in England and Wales helping thousands of people to steer clear of crime. When people find themselves in difficult situations, we make sure they have someone on their side to help them find the confidence to make choices to improve the quality of their lives. Whether it is about finding a job or finding friends, understanding how to manage money or discovering new prospects, we help people change their lives for the better.

Sova's vision is for a society where people have the stability and confidence to steer clear of crime and make better choices, building stability both at work and at home

Sova works with a range of partners and receives funding from a number of sources to offer the personal support and practical advice that enables people to make better choices and improve the quality of their lives.

Sova is a wholly owned subsidiary of CGL, benefitting from being part of the wider CGL group and sharing its values and vision to enable those in need to help themselves to lead independent and crime free lives. For information about CGL and their work, please see their website www.cgl.org.uk.

CONTEXT

The Staffordshire NEETS projects works with disadvantaged offenders and ex-offenders to remove the multiple barriers to labour market entry facing disadvantaged offenders. The project offers screening, assessment, referral and a range of intervention activities that aim to increase the employability of offenders. The project endeavours to enable its participants to realise their full potential and enter the labour market. Activity to be delivered to participants consists of case management and Employment, Training and Education support work (including job brokerage, interview skills, job search, information, advice and guidance).

The role of Case Worker is to provide effective delivery day to day of the project, working one to one with offenders to assess their needs, improve their chances, and obtain appropriate Education, Training and Employment.

PRINCIPAL TASKS

- Meet starter targets
- Work closely funder representatives to identify participants and ensure quality feedback is delivered
- Work across a number of sites in the Staffordshire area

- Create an induction package and sign up participants to the project
- Offer holistic, one to one support across a number of barriers to ETE
- Monitor the needs of participants and refer to other providers where appropriate
- Complete participant and evaluation paperwork to a high standard
- Provide audit trails of work completed with participants
- Support participants to devise and create quality CVs
- Give advice and support on disclosure of a criminal record
- Input assessments, reviews, referrals and target achievement on the specialist Meganexus database
- Deliver an employability package/modules to participants one to one or in groups
- Broker relevant education and training and ultimately employment – conducting Job Search on behalf of participants. Identifying and brokering suitable vacancies. Supporting participants to apply for employment and follow up on applications
- Meet employment and employability targets

Core Competences

All Sova members of staff are required to demonstrate a number of core competences as shown below:

- Manage self
- Support and promote Sova policy
- Be self administrating
- Communicate effectively
- Use Microsoft Office programmes including Word and Excel to an appropriate standard

Attitudes and Behaviours

All Sova members of staff are required to act at all times in accordance with Sova expectations of attitudes and behaviours. These attitudes and behaviours include, but are not limited to:

- Representing Sova in a professional manner on all occasions.
- Striving to improve and share good practice, and work towards continuous improvement
- Maintaining and promoting effective communication and shared good practice across the organisation as a whole and externally.
- Promoting mutual trust and respect as a guiding principle for all working relationships both internal and external
- Adopting a co-operative approach to service delivery which draws on the strength, knowledge and expertise of all individuals including service users, staff and volunteers
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Key Competences – Staffordshire NEETS Case Worker

Listed below are the key competences, the qualifications, the knowledge and/or experience required for this post. Evidence of meeting the criteria in this person specification must be shown when completing the application form for the post and will be further tested at interview through questioning and testing.

The post holder will be able to:

Competences	E/D	Assessment criteria
Operational Management		
Promote, implement and support effective participation strategies	E	A,I
Monitor and solve customer service problems	E	A,I
Work with others to improve customer service	E	A,I
Implement and manage systems for the exchange of sensitive information, data and intelligence	E	A,I
Common management Competences		
Participate in meetings	E	A,I
Develop productive working relationships with colleagues and stakeholders	E	A,I
Manage risk of harm	E	A,I
Service Delivery		
Support individuals to address their offending and anti-social behaviour and develop positive alternatives	E	A,I
Deliver against set targets and objectives and contractual requirements.	E	A,I
Administration		
Use word processing and spreadsheet software	E	A,I,T
Use IT to exchange information	E	A,I,T
Use database software	E	A,I,T
Store, retrieve and archive information	E	A,I,T
Design and produce documents	D	A,I,T
Manage Self		
Maintain and develop your own knowledge, skills and competence	D	A,I
Support and promote Sova Policy		
Promote equality and value diversity	E	A,I
Contribute to safeguarding vulnerable adults	E	A,I
Extra Competence Requirements for the post		
Commitment to working within funders and The Bid Lottery policies, rules and regulations as they apply to the post.	E	A,I
Experience		
Experience of working with vulnerable clients with multiple barriers in the community	E	A,I
Experience of sourcing and providing ETE support to vulnerable clients with multiple barriers	E	A,I
Hold a qualification in PTTLS or have commenced accredited training	D	I
Obtain criminal records checks and security clearance.	E	A

Health & Safety		
Ensure health and safety requirements are met in your area of responsibility	E	A, I
Qualifications		
Hold a qualification in Information, Advice and Guidance or have commenced accredited training	D	A, D

Summary of conditions

JOB TITLE:	Case Worker
BASE:	Stafford/Staffordshire
STARTING SALARY:	£20,052
TOP OF BAND:	£22,253
WORKING WEEK:	35 Hours
HOURS OF WORK:	Normal working hours are Monday – Friday, between 9am and 5pm; however the post holder will be required to work outside of the normal hours (evenings and weekends). Overtime is not payable as Sova operates a time off in lieu system for any hours worked in addition to those stated.
PROBATIONARY PERIOD:	This post is subject to a 6-month probationary period wherein one week’s notice is required on either side. Once confirmed in post, the notice period is one month.
CONTRACT:	This post is currently funded until March 2019 Whilst all efforts will be made to secure continuing funding, Sova can only guarantee the posts until these dates.
HOLIDAYS:	26 days, plus all Public Holidays
LEAVE YEAR:	<i>April - March</i>
TRAVEL:	Travel costs incurred on behalf of work for Sova, excluding travel to and from a normal place of work, will be reimbursed within budget.
PENSION:	Those meeting eligibility criteria will be auto enrolled with Standard Life
ACCESS:	Sova’s policy is to facilitate access for people with disabilities through reasonable adjustments
CRIMINAL RECORD CHECK	An enhanced DBS is required for this post.