

Sova Achieving Change through Employment

Case Officer – Cardiff & The Vale

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 user of the Disability Confident Scheme and actively welcomes applications from disabled candidates. We operate a guaranteed interview scheme for all disabled applicants whom the shortlisting team determine 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 Title: Case Officer

Reference: CO1190

Base: Cardiff, covering Cardiff & The Vale

Salary Range: £20,224 - £21,951

Starting Salary: £20,224

Hours: 35 Hours per week, full time

Project Funding Date: 1st December 2016 – 30th November 2019

Closing date: 5.00pm, 31st March 2017

Interviews will be held: 13th April 2017

The role of Case Officer is critical to us in helping 'hard to reach' individuals and families, offenders and ex-offenders stay out of trouble. Our case officers are there to provide intensive, professional support, motivation, knowledge and expertise. Working with partners across the third, public and private sectors the role also requires a commitment to multi-agency working and the ability to foster positive relationship with partners, funders and key stakeholders.

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. Completed application forms or any queries should be returned electronically to:

recruitmentsouth@sova.org.uk

Sova Achieving Change through Employment

Case Officer

Job Description

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 CRI, benefitting from being part of the wider CRI 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 CRI and their work, please see their website www.cgl.org.uk.

CONTEXT

The Case Officer role requires direct knowledge and experience of the client group, understanding of volunteering, knowledge of relevant legislation, supervising volunteers throughout their position. It is a specialised practical role. Supervising roles are generally similar in nature (e.g. volunteers). The role involves networking to get volunteers – based on presenting facts and evidence.

The role will interpret practices – most problems can be tackled on experience, and arrives at a solution based on experience, but advice will be available.

The Sova - Achieving Change through Employment (ACE) / Cyflawni Newidiadau drwy ddod o hyd i waith project is an ESF funded project designed to support individuals from a BAME and Migrant background across the East Wales Area, with outcomes around the development of employability skills, entering

employment and sustained employment. CO's will be expected to work closely with project service users in developing their own individual action plan on a journey towards employment and utilise the support of volunteers, they will have recruited, to address issues of social exclusion and integration, and the achievement of other identified outcomes under the Welsh Governments Tackling Poverty agenda.

Core Competences

Admin related:

- To take responsibility for specific aspects of administrative tasks, including data inputting and collation; maintaining records; gathering information; and general administration.
- To process volunteer expenses and provide returns to Sova Head Office.
- To service meetings including preparing and circulating agendas, distributing papers, booking rooms and taking minutes.
- To contribute to meeting project or departmental targets and objectives, with a priority to employment and employability targets, meeting the relevant WEFO eligibility criteria for evidence of outcomes and expenditure
- To contribute to the promotion of Sova
- To participate in the general development of Sova through meetings, training and attendance of other events
- Contribute to and participate in the on-going monitoring and evaluation system of the project.
- To contribute to project promotion and participate in project development and forward planning
- To take an active part in the end of project evaluation and dissemination of the lessons learnt from the project delivery as appropriate.
- Provide audit trails of work completed with service users
- Input assessments, reviews, referrals and target achievement on the specialist [CRiIS] database

Partnerships

- To develop and maintain productive relationships with partners including attending meetings.
- To cover any appropriate aspect of other team member's work in their absence
- To network and liaise with other voluntary organisations and projects to ensure no duplication of work
- Work closely with JCP and other organisational representatives to identify service users and ensure quality feedback is delivered
- Maintain and develop close working relationships with Communities First clusters, including the integration of Sova staff into their delivery structure.

- Work closely with external organisations and partners to plan, organise and coordinate cross referrals with other ESF funded projects and services beneficial to service users journeys.

Service user work

- To process service user referrals including interviews service users (initial Assessment) developing action plans (Impact Star) and taking part in group work activities.
- To provide advice and guidance to project service users
- Conduct face-to-face mentoring sessions on a one-to-one basis to engage, motivate and support beneficiaries into Education, Training and Employment
- To work directly with beneficiaries participating on project, and to support them in identifying their personal aims and objectives
- To carry out needs assessment and put the appropriate support / actions in place to overcome highlighted issues
- To encourage service users to participate in work experience or volunteering placements
- To liaise with partner agencies and stakeholders to broker and secure appropriate education and training courses for [service users] involved with [Cardiff Families First] and create opportunities for them
- To assist in the facilitation of group workshops on employment skills as necessary
- Explore all avenues of work including non-traditional roles
- Offer holistic, one to one support across a number of barriers to ETE
- Monitor the needs of service users and refer to other providers where appropriate
- Complete service user and evaluation paperwork to a high standard
- Support service users to devise and create quality CVs
- Give advice and support on disclosure of a criminal record.
- Broker relevant education and training and ultimately employment – supporting and teaching service users to complete Job Searches and application forms. Identifying and brokering suitable vacancies. Supporting service users to apply for employment and follow up on applications
- Assist with delivery of group sessions to Sova volunteers.

General

- To take part in regular supervision with line manager
- To be self-administering
- Ensure implementation of Health and Safety, Equal Opportunities policies and Quality systems at all times
- Work within a Risk Assessment and management framework
- Work across a number of sites in the area

- To contribute to project promotion and participate in project development and forward planning
- To carry out any other duties within the scope of the post

Rapid English

- Assess work, monitor and record progression and give feedback to learners.
- Ensure learning objectives are met and the needs of all learners are considered.
- Prepare teaching room and materials for delivery.
- Liaise with other Tutors for sharing good practice.

Volunteers

- To recruit, interview and train volunteers.
- To lead in volunteer recruitment selection and matching by advertising volunteering opportunities within delivery areas and promoting the volunteering opportunity wherever possible, arranging volunteer interviews, making decisions on volunteer selection, decisions about matching volunteers with service users and facilitate relationships.
- To deliver volunteer training, advice and guidance to project volunteers, including their on-going development by supporting volunteers' completion of Agored qualification paperwork.
- To provide supervision and support to volunteers and monitor the work of volunteers on a regular basis.

Attitudes and Behaviours

All Sova 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.

Role Profile – Case Officer – Sova ACE Project - Key Competences

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
	Essential Desirable	A – App Form I – Interview T – Test D - Documents
SKILLS/ABILITIES		
Administration Data inputting and collation, maintaining records, drafting letters, information gathering, carrying out general office duties	E	A, I
Communication Preparing reports, liaising with partners and funders, relating to colleagues, volunteers and beneficiaries, demonstrating competence in Microsoft Office	E	A, I
Management of time and workload Planning work; meeting deadlines	E	A, I
Support & supervision Supporting service users, volunteers and staff. Providing supervision to volunteers and staff. Ability to work unsupervised	E	A, I
Liaison with partners Communication skills, preparation of reports	D	A, I
Work within organisational policies Implementing organisational policies e.g. Confidentiality, Equal Opportunities/Diversity, Health & Safety, Child protection	E	A, I
Information Technology Awareness Microsoft Office experience, and aware and comfortable with Email, Facebook, MySpace, and E-social networking	D	A, I
KNOWLEDGE/UNDERSTANDING		A, I
Working with volunteers Recruiting, interviewing, training, matching, supervising volunteers	E	A, I
Monitoring processes Understanding of the purpose of monitoring and of monitoring systems	E	A, I

Needs of people from a BAME or migrant background Understanding of the circumstances and barriers existing for BAME & migrant people.	E	A, I
Child protection Knowledge of current thinking and policy developments in this area	E	A, I
EXPERIENCE		A, I
Experience of working with vulnerable people or other disadvantaged groups Accepting referrals, interviewing service users, preparing service user action plans, providing advice and guidance	E	A, I
Experience of teamwork in a pressured situation Working with others to effectively carry out all necessary duties in the timescales required.	E	A, I
SPECIAL CONDITIONS RELATING TO THIS POST Enhanced DBS Disclosure required	E	A, I

Summary of conditions

JOB TITLE:	Case Officer
BASE:	Cardiff, covering Cardiff & The Vale
STARTING SALARY:	£20,224
SALARY TOP of BAND:	£21,951
WORKING WEEK:	35 Hours, full time
HOURS OF WORK:	Normal working hours are Monday – Friday, between 9am and 5pm; however the post holder may be required to work outside of the normal hours (evening 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. 1 weeks’ notice is required on either side during probationary period. Once confirmed in post, notice is 4 weeks either side.
CONTRACT:	This post is dependent on current funding. Whilst all efforts will be made to secure continuing funding Sova can only guarantee the post until the set date.
HOLIDAY ENTITLEMENT:	26 days, plus all Public Holidays
LEAVE YEAR:	April - March
PENSION:	Those meeting eligibility criteria will be auto enrolled with Standard Life
TRAVEL AND SUBSISTENCE:	All costs other than home to office are reimbursed according to regulations and within budget
CRIMINAL RECORD CHECK:	Yes. An enhanced DBS check, prison security clearance and registration with the Independent Safeguarding Authority are required for this post.
ACCESS:	Sova’s policy is to facilitate access for people with disabilities
SMOKING:	Smoking is not permitted in Sova buildings
ANY OTHER INFORMATION	Parking facilities vary according to location



Signed
Job HolderDate.....

Signed
Line ManagerDate