

Job Description and Person Specification Community Support Worker



Job Title: Community Support Worker

Salary: Salary range £20,000 - £21,450 (West Midlands/Black County)

Salary range £21,600 - £23,166 (London)

Hours: 35 hours per week. Working hours would take place between 0900 – 1700. It is expected that the post-holder(s) will work flexibly around contracted hours to meet business requirements and deadlines

Holiday: 23days p.a. plus eight public holidays

Location: One post in London and one in the West Midlands/Black County area – both roles are home based with regular travel in the area

Line Manager: Project Manager

Role Summary

As a Community Support Worker you will provide effective and timely support to the Project Manager and extended support of mentors/mentees in the community. This will involve:

- Visiting the prison to meet mentees and mentors before release, and assisting in development of initial three-month plan
- Assess what support the mentee has in the community (include family, partners) and what additional support is needed
- Research what services and agencies are available in the area. Identify relevant services (including probation services) to establish and build working relationships with, especially those who can offer Education, Training and Employment opportunities for the mentees
- Ensure mentee and mentor needs are being met in the community and supportive measures are in place
- Facilitating and supporting the mentoring relationship within the community when the mentee is released (through the gate) attending housing, probation, job centre appointments when required; being their advocate for making a claim for benefits; attending DWP appointments; accessing drug and alcohol services etc
- Support mentor in helping mentee improve social skills, daily living skills, such as shopping, cleaning, self-care – find services that can offer additional support to the mentee/mentor

- Attending and participating in meetings regarding the successful rehabilitation of prisoners
- Support existing mentors in the community
- Support Project Manager with recruitment and training of new volunteers when required

Person Specification

Experience and knowledge required: Essential

- The ability to communicate effectively with a broad range of stakeholders
- A proven self-starter with a high level of self-motivation
- Ability to work in a challenging environment
- Good IT skills (Word, Excel, PowerPoint)
- Personable in approach
- Excellent administration skills
- Good organisational skills
- Committed and passionate about the role
- Experience of work with challenging, hard to engage or disaffected groups of people
- An understanding of the key issues facing young offenders and the challenges they face in desisting from crime
- Ability to work independently

Preferred Experience

- Experience of working within young men in the youth or criminal justice sector
- Experience of the voluntary sector and ethos of volunteering
- Knowledge of the local area and services that are available for mentees and willingness to extend relationships for Trailblazers and other stakeholders

Applicants should send their CV and covering letter for the attention of Sarah Gorman to info@trailblazersmentoring.org.uk For an informal discussion about the role, please contact Julia Alexander on 0800 1934 046 or Julia.alexander@trailblazersmentoring.org.uk

Closing date for applications is **12 noon on Friday 17th July 2020**. Please note, interviews will be via video conferencing.

Trailblazers Mentoring is committed to equality and diversity and strongly encourages applications from BAME groups and those with personal experience of the criminal justice system.