

Job Description and Person Specification

Project Support Worker

Job Title: Project Support Worker – Fixed Term Contract of 12 months – Temporary to Permanent

Salary: Range: £26,500 - £27,000 dependent on experience

Hours: 37.5 hours per week. Working hours would take place between 0900 – 1730. It is expected that the post-holder(s) will work flexibly around contracted hours to meet business requirements and deadlines.

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

Location: West Midlands area – role is based with between HMP Brinsford and regular travel around Birmingham and the West Midlands.

Line Manager: Project Manager

Role Summary

As a Project 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 mentors in helping mentees improve social skills, daily living skills, such as shopping, cleaning, self-care – find services that can offer additional support to the mentee/mentor.
- Attend and participate in meetings regarding the successful rehabilitation of prisoners

- Provide support to mentors in the community.
- Support the Project Manager with recruitment and training of new volunteers when required.

Person Specification

Essential experience and knowledge required:

- 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 and note writing 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, make informed decisions but understanding when to access support when needed.
- Driving license required with access to a vehicle.
- Applicants should be based within the West Midlands area, ideally Wolverhampton area with an exceptional knowledge of local services across the West Midlands.

Preferred experience:

- Experience of working within young men in the youth or criminal justice sector.
- Experience of the voluntary sector and ethos of volunteering.
- Experience of working within employment sector.
- 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 Steph Smith to info@trailblazersmentoring.org.uk.

Closing date for applications is **5.30pm on Friday 21st November 2025.**

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.