

Sova Support Link

Case Manager

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 Reference: CM1240 - Please ensure you quote this reference on your application form

Base: London (Kings Cross) with regular travel across London

Salary Range: £20,502 - £22,253 pro rata

Starting Salary: £20,502 pro rata

Hours: 14 hours per week – 6 month Fixed Term Contract

Closing Date: Midday, Friday 22nd September 2017

Interview date: To be confirmed

The role of Case Manager within Sova Support Link is to work closely with the Probation Service, Police, Prison and NHS partners to provide case management for Personality Disordered ex-offenders in the community. The role will involve engaging with partners to develop established working relationships and encourage new referrals. The Case Manager may work in different areas within London in order to support the London-wide project.

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 Support Link

Case Manager

Job Description

ORGANISATIONAL BACKGROUND

Sova is a charity that works in the heart of communities in England and Wales. It is helping thousands of people who find themselves in difficult situations 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 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

In a single year our volunteers typically give up the equivalent of 45,000 hours to support, befriend and mentor people who need them; to let them know there's someone on their side, to offer practical help, advice and guidance, as well motivation and understanding. Someone who can question, challenge and encourage without judgment.

Our volunteers improve the quality of services and programmes we provide and can give the time and attention to the people who need it most. We recruit people from all walks of life, people who have a desire to make a real difference, above all else. We work to create an environment that embraces diversity and reflects the people and communities we support. By recruiting volunteers from all corners of our communities, we believe we find the most talented people who are best placed to understand and provide much needed support

Volunteers are at the heart of everything we do at Sova, and without them we simply couldn't operate.

Sova Support Link has been in existence since 2009 supporting high risk, high harm Personality Disordered offenders in the community through the deployment of volunteer mentors. This innovative project is strongly influenced by the Circles of Support and Accountability work initially developed in North America. Sova Support Link covers the whole of London and will work in collaboration with London NHS Trusts, the London Probation Trust and the Metropolitan Police. Overall aims of the project are:

1. To promote social inclusion
2. Minimise the potential harm to the public by promoting desistance
3. Enable clients to maintain an improved quality of life with the appropriate levels of support
4. Encourage confidence and competence within both volunteers and clients

An exciting opportunity has arisen for a Case Manager with Sova Support Link.

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The Support Link model is a volunteer hub model where service users are matched to a hub of volunteers. Therefore, volunteer supervision and management is a key element of the role. The Case Manager works closely with the Southern Volunteer Hub and supports volunteer recruitment. The Case Manager will also manage their own team of volunteers who are matched to their caseload of service users.

Support Link - alongside LPP (London Pathways Plan) - offers an evening group to clients on the PD Pathway once a week to provide a safe place and to promote healthy living. As part of your role you will assist in the running of this group and work alongside LPP.

Case Managers offer the service user a personalised assessment and create an action plan to improve an individual's quality of life and therefore reduce the risk of re-offending. They will also be required to complete weekly and monthly monitoring and reporting, including supporting the overall Support Link project evaluation. They will be required to work in a target driven environment to meet contract requirements.

In the first instance, the Case Manager reports to the Sova Support Link Team Leader.

All duties are to be carried out in line with Sova's current operating policies and procedures and any procedures of the LPP.

PRINCIPAL TASKS

- To build partnerships with stakeholders and ensure adequate referrals are received according to project targets

- Complete the final stages of volunteer recruitment, liaising closely with the Southern Volunteer Hub
- Deliver specialist training to a team of newly recruited volunteers
- Responsible for managing a team of volunteers, providing ongoing monitoring and supervision
- Work with Steering Group members to deliver support groups for volunteers
- Assessing clients and creating action plans that are to be regularly reviewed
- Supervising relationships with clients and volunteers
- Managing risk and safeguarding in all areas of work
- Attend reflective practice meetings with Steering Group members
- To engage in project activities as required i.e. weekly client engagement forums
- To report on performance on a regular basis, according to funder requirements
- To manage the client database according to requirements
- To take responsibility for administrative tasks, including data inputting and collation, maintaining records, gathering information, general administration and to be self-administering
- To process returns to Sova South Area Office and funders as required by policy
- To contribute to project promotion and participate in project development
- To take an active part in project evaluation and dissemination of lessons learnt from the project
- To cover any appropriate aspect of other team members' roles in their absence
- To contribute to meeting project targets and objectives
- To take part in regular supervision with line manager
- To participate in the general development of Sova through meetings, training and attendance of other events
- To carry out any other duties within the scope of the post

Core Competences

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

- Manage self, staff and volunteers
- 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 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.

This post is currently a 6 month fixed term contract

Role Profile – Case Manager – Key Competences

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
Skills/Abilities	Essential Desirable	A – App Form I – Interview T – Test D – Documents
ADMINISTRATION:		
Data inputting and collation, maintaining records, drafting letters, information gathering, carrying out general office duties	E	A, I
IT		
Microsoft Office experience specifically including Outlook (or equivalent), Word and Excel Experience of input and management of custom databases	E	A, I
COMMUNICATION		
Preparing reports, liaising with partners, funders, service users and volunteers, chairing meetings, promoting Sova services to external agencies and stakeholders	E	A, I
MANAGEMENT OF TIME AND WORKLOAD		
Manage self; ability to work unsupervised Planning work; meeting deadlines	E	A, I
SERVICE DELIVERY		
Assess and support clients to engage with the service	E	A, I
Manage risk and safeguarding in all areas	E	A, I
Support and supervise a team of volunteers	E	A,I
Demonstrate working in a target driven environment	E	A,I
Attend New Horizons	E	A, I
Work in a multi-agency environment and demonstrate an understanding of issues that may arise from multiagency working	E	A,I
Demonstrate knowledge of Reflective practice and the purpose of it in the LPP	E	A,I
WORK WITHIN ORGANISATION'S POLICIES		
Implementing organisational policies e.g. Confidentiality, Equal Opportunities/Diversity, Health & Safety, Child protection	E	A, I
KNOWLEDGE/UNDERSTANDING		
Working with volunteers: Recruiting, interviewing, training, matching, supervising volunteers	E	A,I
Monitoring and evaluating processes: Understanding of the purpose of monitoring/evaluation and of monitoring/evaluating systems	E	A, I
Needs of issues facing ex-offenders:		

Understanding of the circumstances and barriers existing for high risk ex-offenders with a diagnosis of a personality disorder	E	A, I
Child protection and protection of vulnerable adults: Knowledge of current thinking and policy developments in this area	E	A, I
EXPERIENCE		
Working with ex-offenders who are subject to MAPPA	D	A, I
Supporting those with a personality disorder	D	A, I
Working with volunteers: Recruiting, training and supervision of volunteers	E	A, I
Working in a Psychological informed environment	E	A, I
Working alongside Psychologist and Probation	E	A, I
Managing risk in group service user environments	E	A, I
Experience of working with high risk clients	E	A, I
Experience of working in a group environment	E	A, I
Be able to demonstrate an understanding of the specific needs of a client diagnosed with Personality Disorder	E	A, I
Be able to demonstrate an understanding of associated specific risk changes of a client diagnosed with Personality Disorder	E	A, I
Attend training and conferences as needed	E	A,I
Managing a caseload	E	A,I
SPECIAL CONDITIONS RELATING TO THIS POST		
Experience of working with offenders in custody	D	A
Access to a vehicle	D	A, I
Full driving licence	D	A, D
Enhanced DBS Disclosure required	E	A
Prison clearance	D	A
QUALIFICATIONS		
A training qualification or willingness to work towards an accreditation	D	A, D

Summary of conditions

JOB TITLE:	Case Manager - 6 month Fixed Term Contract
BASE:	London (Kings Cross) with regular travel across London
STARTING SALARY	£20,502 (plus Inner London Weighting) pro rata
WORKING WEEK:	Part Time, 14 hours per week
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 to cover requirements of the role (in addition a late Wednesday evening will be required on a rota basis). Overtime is not payable as Sova operates a time off in lieu system for any hours worked in addition to those stated and should be taken within 1 month
PROBATIONARY PERIOD:	N/A
CONTRACT:	The post is a 6 month fixed term contract
HOLIDAY ENTITLEMENT:	26 days per annum, plus all Public Holidays (pro rata)
LEAVE YEAR:	April – March
PENSION:	Those meeting eligibility criteria will be auto enrolled with Standard Life
TRAVEL AND SUBSISTENCE:	Travel costs incurred on behalf of work for Sova, excluding travel to and from a normal place of work, will be reimbursed within budget.
CRIMINAL RECORD CHECK:	An enhanced DBS is required for this post.
ACCESS:	Sova's policy is to facilitate access for people with disabilities through reasonable adjustments
SMOKING:	Smoking is not permitted in Sova buildings
ANY OTHER INFORMATION:	Parking facilities vary according to location

Signed Job Holder _____

Signed Line Manager _____