



CFO3 Connect East of England

Case Officer

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: CO 1228/1229 – Please ensure you quote this reference on your application form

Base: Home (within Norfolk, Suffolk, South Essex, Hertfordshire or Bedfordshire)

Salary Range: £20,502 - £22,253 (pro rata, 28hrs per week)

Starting Salary: £20,502 (pro rata, 28hrs per week)

Hours: 28 Hours per week, part-time, 4 days a week

Project Funding end Date: 31/12/2020

Closing Date: Midday, Friday 25th August 2017

Interviews will be held: Wednesday 6th September 2017

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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 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 role of Case Officer, Sova Connect (East of England), is critical to us achieving this mission. Our case management is service user-led focusing on the achievement of hard outcomes, which support the service users within the framework of the pathways to reducing re-offending (employment, education & training, housing, finance & debt, families, drug and alcohol support).

Both Case Officer roles will be expected to cover an equal area of the region as well as being able to cover for one another as required. Support will be delivered in custody at several prisons across the East of England as well as within the community following release.

Our Case Officers are there to provide, through volunteer mentoring, intensive, professional support, motivation, knowledge and expertise. Experience of volunteer recruitment and management would be an advantage.

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 relationships with volunteers, partners, funders and key stakeholders.

PRINCIPAL TASKS

- Meet monthly referral targets from custody and community, attending meetings with participants and stakeholders as necessary
- Work closely with Case Managers to identify participants and support clients as specified in the referral
- Volunteer recruitment, training, supervision
- Work across a number of sites in the East of England including several local prisons as required
- Develop initial assessment based on needs of participants using Sova's 'Impact Star'.
- Work closely with the project lead to ensure effective matches are made between participants and volunteers, attending initial and review meetings as required
- Offer holistic, one to one support across a number of barriers to employment and resettlement
- 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
- Input assessments, reviews, referrals and target achievement as required by Sova and project funder

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.

Role Profile – Case Officer – Connect East of England 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
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. (Please refer back to Principal Tasks for these)	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 Probation Trusts policies, rules and regulations as they apply to the post.	E	A,I
Experience		
Experience of working with offenders in the community	D	A,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 Officer
BASE:	Home (within Norfolk, Suffolk, South Essex, Hertfordshire or Bedfordshire)
STARTING SALARY:	£20,502 (pro rata 28hrs per week)
SALARY TOP of BAND:	£22,253 (pro rata 28hrs per week)
WORKING WEEK:	28 Hours, 4 days per week
HOURS OF WORK:	The post requires the post holder to work a total of 28 hours per week. These will be between 9am and 5pm. Time off in lieu will be granted for any extra hours that are required in addition to normal working hours. Additional hours are to be worked only after consultation and with permission from the post holder's line manager. Time off in lieu must be taken as soon as possible and by the end of the following month.
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 31/12/2020. Whilst all efforts will be made to secure continuing funding, Sova can only guarantee the posts until these dates.
HOLIDAY ENTITLEMENT:	26 days, plus all Public Holidays (pro rata to 28hrs per week)
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. The post-holder needs to ideally live within the region as extraordinary travel costs will not be payable i.e. high mileage travel from home outside the region to place of work.
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

Job HolderDate.....

Signed
Line ManagerDate