

## Hibiscus Initiatives

### Job description and person specification

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| <b>JOB TITLE</b>   | Project Worker – Community   |
| <b>SALARY</b>  | £22,000 - £24,000 pro rata, based on skills and experience   |
| <b>REPORTING TO</b>  | Project Manager  |
| <b>RESPONSIBLE FOR</b>   | Volunteers and mentors   |
| <b>DURATION</b>  | 2 years - renewable subject to organisation's needs and funding  |
| <b>HOURS</b>   | F/T 35 hours per week, P/T negotiable  |
| <b>LOCATION</b>  | The post holder will work from Hibiscus office, Hibiscus women's centre and across London as necessary<br>There is a requirement to travel and work very occasional weekends by arrangement  |
| <b>JOB PURPOSE</b>   | The purpose of this role is<br>-to manage a case load of women affected or at risk of being affected by the Criminal Justice System and under immigration restrictions<br>-to work holistically with the women to provide advocacy, support, advice, guidance and create opportunities for their self-development and well being |
| <b>KEY TASKS</b><br><b>Role specific</b> <ul style="list-style-type: none"> <li>Actively engage and communicate with team and other staff members in Hibiscus to maximise and improve the delivery of holistic services.</li> <li>Assess referrals and ensure that women who meet the criteria have access to the programme</li> <li>Develop with each woman a support plan with set and achievable goals</li> <li>Assist women in their search for work and encourage their participation in activities that can improve their job prospects</li> <li>Research and develop with colleagues and the Project Manager activities including ETE options and theme-specific workshops which will enable women accessing Hibiscus' services to progress in their goals</li> <li>Ensure each woman has a clear understanding of her statutory entitlements and obligations by providing up to date information on housing, health and welfare benefits</li> <li>Ensure women know how their immigration status may affect their rights to reside and work in the UK</li> <li>Deliver in collaboration with other community team members one-to-one and group sessions to promote the women self-esteem and autonomy</li> </ul> |  |

- Promote a climate of openness so that the women are able to voice anxieties, needs and concerns
- Operate an outreach service to reduce the women' anxiety by accompanying them at scheduled appointments
- Develop imaginative ways of involving our target women in activities to reduce their isolation
- Maintain and develop effective collaborations with both statutory and non-statutory organisations to broaden access routes into our specialist services
- Promote the women involvement in the development of services
- Develop expertise in and act as a source of specialist advice and support to the Hibiscus staff team and volunteers regarding the complexities of the women' needs
- Actively involve volunteers and mentors in the delivery of the programme
- Produce reports and evaluations on all work carried out and as requested.

#### **Monitoring and evaluation**

- Record on dedicated database activities, participants attendance and detailed case notes for monitoring purposes
- Maintain a database of case studies for monitoring and funding purposes
- Assist the Project Manager in preparing reports including reports to funders
- Contribute to reports and evaluations in consultation with other Hibiscus staff members on all work carried out and as requested
- Maintain and improve a directory of relevant referral agencies and contact telephone numbers
- Ensure all files and documentation are kept in accordance with agreed administrative systems

#### **Internal and external communication**

- Develop and maintain working relationships with relevant statutory and voluntary organisations in the field
- Develop mutually beneficial relationships with a range of organisations who can provide practical help to our women while at the same time enhancing their own members professional learning experience
- Communicate effectively with other team members, volunteers, the women accessing our services, delivery partners, external organisations and the general public
- Participate in events as requested with the aim of encouraging dialogue, promoting understanding and relevance of Hibiscus' work
- Liaise with and provide information and learning opportunities to staff from other organisations about Hibiscus' target groups
- Liaise with Hibiscus' communication colleague to raise awareness of programme and of special activities on social media
- Attend and participate in regular team and staff meetings and actively disseminate relevant information to colleagues.

#### **Financial strategy**

- Identify additional funding streams and resources for additional activities and sustainability of the project in collaboration with Project Manager
- Adhere to financial procedures and account for spending on the project

#### **Personal/professional development and training**

- Take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- Attend and prepare for regular line management meetings
- Participate in annual appraisals in accordance with Hibiscus policy
- Attend and prepare for any other supervision
- Continue to develop information and communication technology (ICT) skills

\* This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.

#### **FURTHER INFORMATION**

- The post holder must at all times carry out duties and responsibilities with due regard to Hibiscus equal opportunities policies and procedures.
- The post holder must ensure that personal information for women, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998 and confidentiality.
- The post holder is required to fully familiarise herself with and comply with Hibiscus policies and procedures.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment.
- The post holder will be subject to DBS check.

*This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to her grade, that are not listed above, at the direction of her manager. This job description is a draft and may need to be reviewed according to the service delivery required by Hibiscus.*

**PERSON SPECIFICATION  
PROJECT WORKER POST**

Essential = E Desirable= D Interview = I

|  |  | E or D   | Application form | Interview |
|--|--|--|------------------|-----------|
| <b>Education/<br/>Qualification</b>  | • Degree or qualification, NVQ 3/4   | D  | A                |           |
|  | • OISC level I accredited  | D  | A                |           |
| <b>Skills/<br/>Abilities</b>   | • Ability and commitment to support vulnerable women's self-development  | E  | A                | I         |
|  | • Ability to manage caseload and meet targets  | E  | A                | I         |
|  | • Ability to work collaboratively to co-create and co-produce effective solutions to presenting issues   | E  | A                | I         |
|  | • Ability to engage and involve a range of stakeholders  | E  | A                | I         |
|  | • Excellent written and verbal communication skills<br>Ability to maintain clear client records  | E  | A                | I         |
|  | • A demonstrable ability to undertake needs assessments and develop support plans  | E  | A                | I         |
|  | • Ability to work effectively on own initiative without direct supervision   | E  | A                | I         |
|  | • IT skills and willingness to learn new software and systems  | E  | A                | I         |
|  | • Ability to work effectively with colleagues within the community team and across the organisation to contribute to wider organisational goals and outcomes | E  | A                | I         |
|  | • Ability to manage competing demands and changing priorities  | E  | A                | I         |
|  | • Ability to manage challenging behaviour  | E  | A                | I         |
|  | • Ability to communicate in languages other than English – preferably Eastern European but other languages welcome   | D  | A                | I         |
|  | <b>Experience</b>  | • Experience in supporting vulnerable women in the criminal justice system with a range of complex needs | D                | A         |
| • Experience of working with statutory and non-statutory organisations, such as Social Services, Housing Departments, DWP, Jobcentre, probation, prisons, immigration, lawyers |  | D  | A                |           |
| • Experience of providing information and advice on a range of matters including immigration, welfare and employment   |  | D  | A                |           |
| • Experience of working in an environment that requires a high level of confidentiality  |  | E  | A                |           |
| • Experience of supervising volunteers   |  | D  | A                |           |
| <b>Knowledge and Understanding</b>   | • Understanding of the consequences of imprisonment and immigration rules and restrictions on welfare and in work benefits                                   | D  | A                | I         |
|  | • Knowledge and understanding of safeguarding of vulnerable people and the Data Protection Act   | E  | A                | I         |
|  | • Understanding and knowledge of monitoring and evaluating systems<br>Understanding of diversity and equal opportunities                                     | E  | A                | I         |