

Hibiscus Initiatives

Job description and person specification

JOB TITLE	Community and outreach project worker
SALARY	£22,000 to £24,000 based on skills and experience
REPORTING TO	Project Manager
RESPONSIBLE FOR	Volunteers and interns
DURATION	2 years - renewable subject to organisation's needs and funding
HOURS	F/T 35 hours per week
LOCATION	The post holder will work from Hibiscus office, Hibiscus women's centre and across London as necessary There is a requirement to travel and work very occasional weekends by arrangement
JOB PURPOSE	Funded by the BLF Women and Girls Initiative the purpose of the role is to -manage a case load of women affected or at risk of being affected by the Criminal Justice System and under immigration restrictions and work holistically with the women accessing our services – 3 days per week approximately -reach out to and develop working relationships with relevant agencies to broaden access routes into our specialist services -2 days per week approximately
KEY TASKS Role specific <ul style="list-style-type: none"> • Actively engage and communicate with team and other staff members of Hibiscus to maximise and improve delivery of services • A key responsibility of this role will be to engage with courts, prisons, probation, police and community organisations to develop a wider network of referrals to Hibiscus' Community Hub. • Strengthen multi agency relationships and ensure agency accountability whilst maintaining good communication and working relationships at all levels. • Actively seek opportunities to meet with and present the project to a range of stakeholders. • Identify needs and the women who meet the project's criteria • 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 • Conduct Initial assessments and develop with each woman a support plan with achievable goals 	

- Assist the women in their search for work and encourage their participation in activities that can improve their job prospects
- Research, develop and deliver with colleagues and the Project Manager activities including ETE options and theme-specific workshops to enable the women accessing Hibiscus' services to progress in their self-development
- Promote and facilitate the women's engagement in the development and delivery of services
- Engage with employers and educational bodies to identify suitable job/educational opportunities for the women and support both parties to achieve positive outcomes
- Produce reports and evaluations on all work carried out and as requested
- Actively involve volunteers and mentors in the delivery of the programme

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, revise and maintain good, positive working relationships with partner organisations, prisons, probation, employers, educational bodies and other relevant voluntary and non-voluntary sector organisations
- Participate in events as requested with the aim of encouraging dialogue, promoting understanding of Hibiscus' beneficiary groups and the relevance of our work
- Develop clear referral procedures with other agencies to ensure clients' needs are efficiently met
- Liaise with Hibiscus' communication colleague to promote and raise awareness of the programme, disseminate information and advertise activities/special occasions on social media
- Attend and participate in team meetings
- Attend staff meetings and actively participate in disseminating information to colleagues and developing and improving the project

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 the women accessing Hibiscus' services, 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 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 may need to be reviewed according to the service delivery required by Hibiscus and stakeholders.

PERSON SPECIFICATION

Essential = E Desirable= D Interview = I

		E or D	Application form	Interview
Education/ Qualifications	• Degree or qualification, NVQ 3/4	D	A	
	• OISC level I accredited	D	A	
Skills/ Abilities	• 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	E	A	I
	• 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	
	Experience	• 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	
Knowledge and Understanding	• 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	E	A	I
	• Understanding of diversity and equal opportunities	E	A	I