



## Prisons Project

<b>JOB TITLE</b>	Project Worker
<b>SALARY</b>	£22,000 to £24,000 (pro rata)
<b>REPORTING TO</b>	Project Manager
<b>RESPONSIBLE FOR</b>	Volunteers
<b>DURATION</b>	One year, renewable subject to funding
<b>LOCATION</b>	Hibiscus Head Office and HM Prisons There is a requirement to travel.
<b>HOURS</b>	P/T 21 Hours per week
<b>PURPOSE OF JOB</b>	<p>The purpose of this role is to offer advocacy, support, family liaison, advice and guidance to Foreign national, BMER and migrants, who have been affected by the Criminal Justice System (CJS). You role will include making assessments and referrals and preparing clients for in country or overseas resettlement.</p> <p>You will maintain and develop relationships with appropriate UK and international agencies and continuously develop appropriate information.</p> <p>Our service users face unique challenges during their time in custody and represent some of the most vulnerable and marginalised groups within society. This role will involve working directly with clients and alongside other agencies to ensure residents are cared for and supported in line with the Hibiscus ethos.</p>

### The individual

We are looking for someone who is motivated and passionate about the rights of individuals within the prison system and who might be faced with having to leave the UK; has the ability to co-ordinate and direct key service delivery initiatives and projects within set timescales; has the knowledge and experience of working in either a prison or immigration removal centre or has supported refugees/undocumented migrants.

## **Managing Services and Delivery**

- Provide face to face interviews with clients and conduct thorough and detailed assessments of client need.
- Manage a portfolio of cases and deliver high quality interventions.
- Provide information and guidance on relevant issues including immigration, voluntary options of return, relocation and resettlement.
- Ensure each client has a clear understanding of their statutory entitlements and obligations by providing up to date information on housing, health and welfare benefits
- Ensure beneficiaries know how their immigration status may affect their rights to reside and work in the UK
- Offer support and advice on welfare and family matters including liaising with social services and supporting clients whose children are with foster families or 'looked after'.
- Work with clients towards re-establishing links to their families
- Consult with and involve Hibiscus' service users in the development of services
- Provide person-centred holistic support utilising excellent listening skills and proficiency in client advocacy
- Organise and deliver regular workshops and specialist group meetings with presence of guest speakers.
- Initiate, develop and maintain relationships with other stakeholders/agencies inside the prisons.
- Lead on the consideration of new and innovative ways of doing things recognising and promoting the positive benefit of change to improve services and achieve goals
- Advise on referral options and arrange for the referral of clients to appropriate agencies based upon their identified needs and in consultation with the client.
- Establish links and liaise with various statutory and non-statutory agencies with respect to the needs of clients affected by the Criminal Justice System. .
- Actively engage and communicate with team and other staff members in Hibiscus to maximise and improve the delivery of holistic 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 beneficiaries' needs

## **Monitoring and evaluation**

- Produce detailed quality, professional written reports.
- Maintain accurate, confidential service-user records of interventions and contact details as per Hibiscus protocols and procedures
- Record on dedicated database activities, participants' attendance and detailed case notes for monitoring purposes
- To produce monthly reports to the Project Manager and Chief Executive, as required, and data and material for inclusion in updates to staff, board members and stakeholders.
- Maintain a system of record keeping and data production with a view to contractual, grant funder's and evaluator's requirements. To ensure that all records kept are compliant with the Data Protection Act.
- Develop and maintain a database of case studies for monitoring and funding purposes
- Support the Project Manager in improving systems as necessary and in preparing reports including reports to funders
- Contribute to the evaluation of the project to meet condition of grant/contract and to improve service delivery
- Develop and maintain a directory of relevant referral agencies and contact telephone numbers
- Research and develop links with agencies relevant to Hibiscus' beneficiary groups
- Ensure all files and documentation are kept in accordance with agreed administrative systems

## **Communication**

- Communicate appropriately using a range of communication methods.
- Communicate in a confident, informed and authoritative manner, in line with established policies, practices and priorities of the organisation in order to maintain and enhance organisational credibility.
- Liaise with the communications and research team to identify good news stories and potential topics for areas of research.
- To draw up the leaflets and publicity for this Hibiscus Project with the other Project Workers, and ensure that they are distributed and translated so that all group work and workshops are promoted in order to ensure that targets, milestones and time scales are met.

## **Knowledge**

- Undertake training to keep abreast of developments in the key areas of criminal justice and the immigration laws and rules which inform the work of Hibiscus Initiatives.
- Have a working knowledge of how the criminal justice system and immigration laws impact on people's lives and advocating on their behalf with both the statutory and voluntary organisations

## **Political Sensitivity**

- Have an awareness of and commitment to the ethos, aims and objectives of Hibiscus Initiatives
- Brief Management of policy and operational developments pertaining to your area of work.
- Recognise and deal with a range of strategic political and sensitive issues that impact on the service area.
- Represent the organisation on forums, working groups and at conferences etc.

## **Resources**

- Be responsible for monitoring and controlling expenditure allocated to this area of work.
- Be responsible for obtaining best value on expenditure.
- Where welfare grants are a provision of this area of work, to develop a criteria for assessing and record keeping of the allocation of same.

The post holder will be subject to DBS check and enhanced security clearance

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.

Essential = E

Desirable = D

Application Form = A

Interview = I

<b>Education/Qualifications</b>	Degree Level	D	A	
	Advice and Guidance Level 3	D	A	
	OISC accredited	D	A	
<b>Skills/Abilities</b>	Excellent written and verbal communication and presentation skills	E	A	I
	Excellent listening skills	E		I
	Strong IT skills, including Microsoft Packages, Outlook and the Internet	E	A	
	A demonstrable ability to undertake needs assessments and develop support plans with clients.	E	A	I
<b>Ability to</b>	<ul style="list-style-type: none"> <li>work within all agreed policies and procedures</li> </ul>	E		I
	<ul style="list-style-type: none"> <li>deliver services in a non-judgemental and empathetic manner</li> </ul>	E	A	I
	<ul style="list-style-type: none"> <li>ability to manage competing demands and changing priorities</li> </ul>	E	A	I
	<ul style="list-style-type: none"> <li>manage a budget to the standard required whilst delivering high quality, value for money services.</li> </ul>	E	A	
	<ul style="list-style-type: none"> <li>speak another language other than English</li> </ul>	D	A	
	<ul style="list-style-type: none"> <li>work on own initiative, without supervision</li> </ul>	E		I
	<ul style="list-style-type: none"> <li>work effectively as part of a team</li> </ul>	E	A	I
	<ul style="list-style-type: none"> <li>achieve personal and team performance targets</li> </ul>	E		I
	<ul style="list-style-type: none"> <li>maintain personal and professional boundaries</li> </ul>	E		I
	<ul style="list-style-type: none"> <li>demonstrate emotional resilience</li> </ul>	E		I
	<ul style="list-style-type: none"> <li>acquire new skills and demonstrate a strong commitment to learning and continuous professional development for self and others</li> </ul>	E	A	
	<ul style="list-style-type: none"> <li>demonstrate political awareness and knowledge of political developments in respect of immigration law and policy</li> </ul>	D		I
<b>Experience</b>	Assisting vulnerable people within a custodial environment, criminal justice setting or immigration detention.	D	A	
	Effective working relationships with partner agencies, both statutory and voluntary	E	A	
	Experience of planning and delivering group- based or workshop programmes	E	A	
<b>Knowledge and Understanding</b>	Understanding of the complex needs of foreign nationals who subject to immigration rules and restrictions or have been involved in the criminal justice system	E		I
	Awareness and commitment to safeguarding practices and policies, and the ability to promote safeguarding among clients and colleagues.	E		I
	Knowledge and understanding of the Data Protection Act	E		I
	Knowledge and understanding of Modern Slavery and Human Trafficking and relevant legislation	D	A	
<b>Other Requirements</b>	Enhanced security clearance or the ability to be cleared to work in prison establishments.	E	A	I
	Adhere to Hibiscus' Equality and Diversity, policy and anti-discriminatory practice in all areas of our work	E		I
	Availability to work in different prisons and flexibly, when required.	E		I

I have received, reviewed and fully understand the job description for Project Worker. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Name \_\_\_\_\_ Date \_\_\_\_\_