



Job description and person specification

JOB TITLE	Pan London Female Project Worker – Community
SALARY	£24,000 to £25,500
REPORTING TO	Project Coordinator
DURATION	3 years - renewable subject to funding
HOURS	F/T 35 hours per week
LOCATION	Hibiscus office and Women’s centre with travel to and work from other London women’s centres and hubs. There is therefore a requirement to travel across London
JOB PURPOSE	To work closely with main partners Advance Minerva and Women in Prison to accept referrals and manage a case load of foreign national women with complex multiple needs (including trafficked women) affected by or at risk of being affected by the Criminal Justice System and under immigration restrictions. To work holistically with the women to provide a fully tailored service, providing consistent long-term practical and emotional support and advocacy through an empowering, trauma-informed gendered approach enabling access to provisions and supporting long-term recovery.
Job Summary	
<p>This is part of a new recently launched 3-year programme funded by MOPAC (Mayor’s Office for Policing & Crime) to provide enhanced support to women and girls who are involved in the Criminal Justice System, at high risk of offending or of re-offending, with complex multiple needs. The service is a partnership between specialist voluntary agencies and is designed to be a “whole system” response to women in the Criminal Justice System. The services will be offered across 21 London boroughs (three regions) North East, West and South regions. There will be six generic community keyworkers (employed by partners) in all three regions and one Foreign National (FN) specialist. As a whole the service will support up to 700 women with multiple and complex needs, it is anticipated you will have a caseload of 30 FN woman who fit the criteria for support through Hibiscus. The project worker will work across all three regions for initial meeting with clients referred by the main partners. The aim is that much of the follow up work and subsequent meetings with clients will be from Hibiscus’ sites.</p>	

KEY TASKS

Role specific

- Ensure appropriate referrals through the partnership and the main referring agencies
- Assess referrals and ensure that women who meet the criteria have access to the programme
- Actively engage and communicate with the partnership team and staff members at Hibiscus to maximise and improve the delivery of holistic services to FN women with complex needs
- Devise support plan with set and achievable goals with each woman
- Ensure each of your clients has a clear understanding of her statutory entitlements and obligations by providing up to date information on housing, health and welfare benefits
- Ensure women know how their immigration status may affect their rights to reside and work in the UK
- Identify and support women who may have been trafficked and work with appropriate agencies to achieve the best outcomes for the women
- Deliver in collaboration with other partnership and Hibiscus team members one-to-one and group sessions to promote their client's self-esteem and autonomy
- Promote a climate of openness so that clients are able to voice anxieties, needs and concerns
- Refer appropriately to other projects within Hibiscus or externally
- Maintain and develop effective collaborations with statutory, partner and other non- statutory organisations to broaden access routes into our specialist services
- Promote involvement in the development of services
- Develop expertise regarding the complexities of client needs.
- Research and develop with colleagues and the project coordinator activities including ETE options and theme-specific workshops which will enable women accessing Hibiscus' services to progress in their goals
- 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 our dedicated database goals, activities, participants attendance and detailed case notes for monitoring purposes
- Update partners database as requested
- Maintain a database of case studies for monitoring and funding purposes
- Prepare reports including reports to lead partners
- Contribute to reports and evaluations in consultation with partners and 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 professional working relationships with the partnership organisations and relevant statutory and voluntary organisations
- Develop mutually beneficial relationships with a range of organisations who can provide practical help to our clients while at the same time enhancing their own members professional learning experience
- Communicate effectively with coordinating staff from our delivery partners, other team members, volunteers, the women accessing our services, external organisations and the general public
- Participate in events as requested with the aim of encouraging dialogue, promoting understanding and relevance of the overall project and of our work at Hibiscus
- Liaise with and provide information and learning opportunities to staff from other organisations about Hibiscus' target groups

- Liaise with Hibiscus' communication coordinator to raise awareness of the programme and of special activities using social media
- Attend and participate in regular team and staff meetings and actively disseminate relevant information to colleagues.

Financial

- Adhere to financial procedures and account fully for spend 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 clients, 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 General Data Protection Regulations 2018.
- 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 supervisor. 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
Education/ Qualification	• Degree or equivalent qualification, e.g. NVQ 3/4	E	A	
	• OISC level I accredited	E	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	D	A	
Experience	• Experience in supporting vulnerable women in the criminal justice system with a range of complex needs	E	A	
	• Experience of working with statutory and non-statutory organisations, such as Social Services, Housing Departments, DWP, Jobcentre, probation, prisons, police immigration agencies, lawyers	E	A	
	• Experience of providing information and advice on a range of matters including immigration, welfare and employment	E	A	I
	• 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	E	A	I
	• Knowledge of trafficking and short and long term impact	E	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	