

Hibiscus

JOB DESCRIPTION	
JOB TITLE	Through-the-Gate Project Worker This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.
TEAM	Criminal Justice and Detention Services
SALARY BAND	£26,500 - £31,000* <i>*Starting salary negotiable up to the mid-point of the band, depending on experience</i>
REPORTING TO	Wraparound and Through-the-Gate Manager
RESPONSIBLE FOR	N/A
DURATION	Fixed term contract to March 2026 (with potential to extend)
LOCATION	Hibiscus Head Office, London with frequent travel to and work from prisons and detention centres. Requirement to travel across London on a regular basis, including at short notice.
HOURS	35 hours per week
PURPOSE OF ROLE	<p>The purpose of this role is to provide specialist through-the-gate support to migrant women being released from prison or detention and to manage a case load of migrant women in contact with the criminal justice system and/or under immigration restrictions, providing holistic support and advocacy to empower women to rebuild their lives</p> <p>The role contributes to the overall delivery of Hibiscus' Safe Housing for Migrant Women project</p>

KEY RESPONSIBILITIES

GENERAL

- Act as the main point of contact for referrals for women due to be or recently released from prison or immigration removal centres
- Work collaboratively with partner agencies and services to secure appropriate support for women prior to their release, including accommodation
- Provide through-the-gate support to women being released to the London area, including meeting them at the gate on day of release and accompanying them to all appointments
- Manage a caseload of up to 15 women post-release, working collaboratively with each client to develop an individual support plan with achievable and realistic goals, and supporting her to work towards independence
 - 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
 - Ensure women know how their immigration status may affect their rights to reside and work in the UK.
 - Effectively communicate and advocate for women with external agencies including housing services, to ensure they can access their rights and improve their situation
 - Support women to participate in education, training and other opportunities to move towards independence.
 - Proactively invite and encourage women to take part in one-to-one and group activities to reduce isolation and support them to achieve their goals
 - Operate an outreach service to reduce the women's anxiety by accompanying them to scheduled appointments when necessary
- Maintain and develop effective working relationships with statutory, partner and other voluntary organisations to maximise provision of support for women being released from prison/detention
- Support the overall delivery of the Safe Housing for Migrant Women project, including assisting with data collection, focus groups, information workshops and training
- Promote women's voice and involvement in the development of Hibiscus services and influencing work
- Actively engage and communicate with team and other staff members in Hibiscus to maximise and improve the delivery of holistic services to women.

MONITORING AND EVALUATION

- Maintain accurate data and records to ensure effective client support, monitoring, and reporting and evaluation
- Ensure that all records kept are compliant with the Data Protection Act and General Data Protection Regulations
- Maintain and improve a directory of relevant housing providers / other agencies, criteria and contact details
- Contribute to collection of data, case studies and qualitative feedback to inform the Safe Homes for Migrant Women project and evaluation
- Assist the Team Manager and Head of Department in preparing reports to funders, trustees and other stakeholders
- Ensure all files and documentation are kept in accordance with agreed administrative systems
- Adhere to financial procedures and account for spending on the project

COMMUNICATION

- Communicate effectively with other team members, volunteers, the women accessing our services, delivery partners, external organisations and the general public
- Develop and maintain positive working relationships with relevant statutory and voluntary sector partners
- Identify and share relevant trends, developments and case studies from our through-the-gate services to inform Hibiscus' wider work
- Attend and participate in regular team and staff meetings and actively disseminate relevant information to colleagues.
- Participate in events, working groups and other forums as requested

LEARNING AND DEVELOPMENT

- 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 and other supervision as required
- Participate in annual reviews in accordance with Hibiscus policy

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 and kept secure and confidential at all times, in compliance with the Data Protection Act 2018
- The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required
- The post holder is required to fully familiarise themselves 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 checks by the Disclosure and Barring Service and HMPPS security vetting

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 their grade, that are not listed above, at the direction of their line manager.

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PERSON SPECIFICATION

ESSENTIAL

- Experience working directly with women affected by the criminal justice system, the immigration system, or Violence Against Women and Girls
- Experience of working in partnership with statutory and non-statutory organisations, and proven ability to engage and influence a range of stakeholders
- High levels of confidentiality, able to act with discretion, sensitivity and diplomacy
- Ability to demonstrate trauma-informed, gender-responsive practice
- Ability to maintain clear boundaries with clients and manage challenging behaviour with empathy
- Proactive approach to working, able to take own initiative and manage competing priorities

- Attention to detail, ability to maintain clear records and confident using a range of IT packages and software
- An understanding of the need for safeguarding vulnerable people and the Data Protection Act
- Flexibility to travel across London and attend appointments at short notice when required
- Commitment to the vision and values of Hibiscus

DESIRABLE

- Lived experience of any of the issues Hibiscus works on
- Experience delivering individual practical support, wellbeing, and/or empowerment and agency interventions to women with complex needs
- Experience providing information, advice, and advocacy on a range of matters such as immigration, welfare and employment
- Fluency in languages other than English
- Experience working in a prison or detention setting
- Relevant qualification e.g. OISC Accreditation level 1 or above