

Overview

Full Job Title:	Resettlement Support Worker – Styal Clink
Operating Company:	The Clink Charity
Location:	Supporting clients from HMP Styal and other Clink Projects covering the North West of England
Reporting to:	Director of Support & Mentoring
Salary:	£24k pa
Hours:	Full time 39 hours, some flexible working, occasional evenings and weekends.

About The Clink Restaurant

The aim of The Clink Charity is to reduce re-offending rates of ex-offenders by training and placing graduates upon their release into the hospitality industry. The charity represents a genuine opportunity for change, offering prisoners the chance to gain food preparation, food service and cleaning qualifications as well as experience within an exciting, operational business and in-depth guidance to find full-time employment within the hospitality industry upon release.

The Clink Charity operates the Clink Restaurant at HMP High Down, HMP Cardiff, HMP Brixton, HMP Styal and Clink Gardens at HMP Send in partnership with Her Majesty's Prison Service.

About the role

The Support Worker will provide a high quality and responsive service which creatively addresses the needs and risks of clients to enable them to avoid further offending and maintain employment. This will include clients from Clink Restaurant, Clink Kitchen and Clink Café projects.

The Support Worker will develop action plans with each client and to support them in developing employment and independent living skills and in working towards their long term goals and aspirations.

As a Support Worker, you are responsible for:

- Working with prisoners prior to and after release to support and empower them in finding and maintaining accommodation, employment and a drug free and offence free lifestyle
- Establishing supportive and influential relationships with prisoners in custody
- Mentoring and support a caseload of newly released clients
- Working with clients to identify their needs and risks and to identify short and long term goals
- Motivating and engage clients and to provide practical and emotional support
- Liaising with employers to ensure continuity of employment for clients
- Supporting clients dealing with drug and alcohol problems and to make referrals to other services as required

- Undertaking risk assessments for each client, to recognise changes in risk level and take appropriate action
- Maintaining case records and report on clients' progress as required
- Working in partnership with the team to enhance overall delivery of the service
- Maintaining a professional approach that enhances the reputation of the charity
- Maintain a contact log and a case record for all clients, serving and released

Your primary day to day tasks will include:

With serving prisoners:

- Develop a professional supportive relationship with the prisoners who are training in the prison restaurant and in the garden project
- Where appropriate organise in partnership ROTL placements for trainees
- Gather information about the skills, experience, personal attributes and preferences of each client
- Write CV's and disclosure letters with the client
- With colleagues, build relationships with employers to ensure continuity of employment for each client
- Support the client throughout the application procedure
- Assess risks and needs and with the client create a shared action plan for release, including exploring options for accommodation and making applications or referrals as required

On release from custody:

- Meet at the gate where required and support with immediate resettlement needs
- Provide intensive support as required on release; face to face and telephone
- Provide support in attending interviews, negotiating with employers and starting work
- Update risk and needs assessments and action plan
- Offer on-going support in maintaining employment

For clients post-release who are not in employment:

- Ensure clients' income is maximised and housing maintained by accessing appropriate benefits
- Re-assess risk and needs, make referrals to support agencies as required and support client in engaging with services
- Maintain a supportive and motivating relationship with the client until they are job ready

For all clients and general responsibilities

- Liaise with employers about individual clients
- Liaise as required and with clients' agreement with landlords, housing agencies, benefits agencies and other support services
- Encourage clients in their personal development to enable them to maintain a pro social and non-offending lifestyle in the long term
- Maintain records and report on clients' progress to review meetings
- Share information appropriately with colleagues and others involved with individual clients
- Maintain appropriate professional relationships with clients, observing boundaries and respecting client confidentiality
- Value diversity and uphold equal opportunity
- Adopt a professional approach that enhances the reputation of the charity

Health and Safety

- Work within guidelines to ensure the safety of the client and all Clink employees
- Take responsibility for the safe working of self and others and ensure procedures around lone working are followed at all times

Team working and personal development

- Be flexible and share skills and knowledge with colleagues
- Be prepared to work flexibly in line with the service and client needs and carry out additional tasks as appropriate
- Work with and in other Clink Projects as required
- Participate in meetings, supervisions, performance reviews and training by being fully prepared to share and discuss ideas and offer solutions
- Take responsibility for personal development and learning

Essential Skills, Knowledge and Experience

- Experience and skills in working with offenders including knowledge of mental health issues, drug and alcohol use and offending behaviour
- Experience of working with disadvantaged and excluded individuals, including individuals who present a risk of harm
- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and understanding rent arrears
- An understanding of safeguarding issues and the ability to assess risk in consultation with line manager
- Ability to work under pressure and manage time effectively, prioritising different areas of work according to need and producing work of a high standard
- Some knowledge of the benefits system and ability to deal with housing agencies and landlords
- Some knowledge of the hospitality industry or an interest and willingness to learn
- Driver with clean licence – this is essential for this post
- Able to adopt a supportive and motivating approach to the client group
- Able to identify drug, alcohol and mental health difficulties and to make appropriate referrals
- Able to work in partnership with external stakeholders, particularly employers, drug and alcohol services, benefits agencies, housing providers and probation services
- Able to use a computer to input data accurately, to communicate effectively through emails and to produce good quality minutes of meetings, client notes and letters
- An understanding of the methods and approaches that could be used to prepare clients to live and work independently
- Able to be self-motivating and prioritise effectively to meet targets
- Good interpersonal and team working skills
- Willing to engage in training and development of knowledge and skills
- Able to pass a prison security clearance
- Able to work on own initiative with minimum supervision

Reporting lines & management expectations

You will report directly to the Director of Support & Mentoring but also work closely with the Operations team and related Clink projects

The Clink Information

All staff are expected to:

- Comply with all current legislation
- Comply with all prison operational policies
- To comply with The Clink Staff Handbook
- To undertake such other duties within the scope of the post as may be requested by your Manager

Special Requirements:

- Must be able to pass prison security vetting process in order to be able to draw keys
- Must have a valid driving licence

Benefits

- 25 days holiday plus bank holidays
- Company pension scheme
- Free meals on duty