

## Role Description

### Womens Community Project Key Worker - Alana House



**Line manager: Alana House Team Leader**

**Direct reports: None**

#### **Safeguarding Commitment**

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Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Adult Enhanced and Barred.

#### **Diversity Commitment**

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**Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to female applicants.**

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

#### **Learning and Development Commitment**

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PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.

## **Role Description Statement**

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This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

## **The Role**

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Alana House is an innovative women's community project that uses a holistic approach to support women facing multiple disadvantages, including those at risk of offending. It provides a safe, women only space with the aim to empower and enable women to access the support they need, and improve the outcomes for them, their families and the wider community.

The Key Worker at Alana House will hold a case load of women and be involved in one to one work support work and group based sessions. The objective of their role is to enable service users to make positive changes in their lives, reduce likelihood of re-offending and minimise the impact of chaotic lifestyles.

The Key Worker will have regular outcomes-focussed person-centred meetings with service users and will be responsible for a varying caseload. They can expect to complete support plans, follow-up meetings, write reports demonstrating outcomes, make referrals to Alana House partners and other local agencies, and facilitate groups.

Alana House provides holistic support for the women, based around the 9 Pathways to Reducing Offending, set out in the Corston report:

- Housing and homelessness
- Substance misuse and alcohol abuse
- Parenting, relationships and families
- Attitudes, thinking and behaviour
- Education, training and employment
- Budgeting and debt management
- Health including mental and physical wellbeing, and learning difficulties
- Domestic violence
- Sex Working

The Key Worker will have responsibility for the delivery and reporting of specific funding related activities within the Alana House service.

Staff will have the opportunity to improve their skills through training made available to Alana House. Staff are expected to share learning gained through external training with colleagues via discussion and team meetings.

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## Key tasks

1	To work as an integral part of the team of Alana House, to contribute to plans for the service and to promote Alana House to all women who are likely to benefit from the support.
2	Regularly meet with women to provide dedicated emotional and practical support, adopting a trauma informed, non-judgemental approach to empower women towards an independent, safe, crime free life in line with PACT's values and service delivery expectations for Alana House.
3	Complete an initial assessment of risk and need, and provide one-to-one advocacy, support and advice across all 9 rehabilitative pathways to women referred to the service including women who are on probation, community disposals and custody releases, with regular review of assessments.
4	Create and regularly review support plans in collaboration with the woman and potentially another agency to support women in addressing their multiple needs and enable them to engage with licence requirements, Court orders or Child Protection Plans if appropriate.
5	Co-ordinate and sequence appropriate community interventions to enable the woman to meet the objectives on the support plan, liaising with professionals from other agencies as required.
6	Work proactively and intensively with a selected caseload to provide a tailored, specialised approach, focussing specifically on housing/homelessness, domestic abuse/sexual violence, mental health, emotional well-being, parenting and family relationships, Education Training and Employment, Finances, Benefit and Debt, social inclusion, lifestyle and associates and dependency and recovery.
7	Listen to the needs of the women and communicate effectively to implement appropriate support and specialist interventions, as well as help to motivate and promote the women's belief in their ability to change. To regularly review the effectiveness of the support offered with the women, making changes as required and working towards an exit strategy that maintains independent and sustainable living.
8	Be alert and responsive to behaviour, new information or other changes which could indicate a change in risk of serious harm; and respond appropriately to challenging behaviour (including unacceptable behaviour) to de-escalate tension.
9	Provide support to help the women to manage strong feelings and to ensure their own safety and that of others and provide support to overcome barriers, real or perceived.
10	Where necessary, to facilitate and deliver appropriate drop ins, group-based support workshops/programmes/courses to empower women to move forward with their lives and to challenge the stigma associated with women affected by the Criminal Justice System.
11	Work closely with PACT's partners, including local regional agencies within Social Care, Police, Mental Health, Housing, Substance misuse and others - to link and improve holistic services for women and reduce re-offending (including referrals).
12	To provide inductions and one to one trauma informed support at the centre or another appropriate venue.
13	If relevant to the role, provide an in-reach prison service to women via video call/ telephone and face to face in the 12 weeks prior to leaving custody to assist in preparing them for transition to the community. This may include meeting them at the gate upon release.

14	If relevant to the role, attend the different probation offices in the region you cover, integrate with National Probation Service staff and introduce our services to the client, encouraging referrals to the service and establishing positive relationships.
15	If relevant to activity, you may be required to work in external locations associated to the different funding streams that vary within Alana House.
16	Plan for and coordinate the delivery of specific funding streams as required, including liaising, ensuring collection of data and completion of reporting to reflect outcomes, whilst ensuring Alana House meets all contractual requirements of funder.
17	To maintain appropriate records, statistics and information, both quantitative and qualitative, for monitoring purposes and contribute to the evaluation of the effectiveness of the programme to support appropriate on-going development. To maintain case management paperwork and records with input from the service users to capture support needs, change and outcomes.
18	Consistently review your work, obtaining feedback from clients on exit from the service and using this to inform the development of our services.
19	Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
20	To provide cover for answering the telephone, receiving, making and logging calls to book appointments and chase referrals.
21	To contribute to and support Alana House events and activities.
22	To ensure all resources within the centre are well-maintained and fit for purpose, and utilised fully and effectively.

Other	
1	To safeguard and protect children, young people and vulnerable adults in accordance with PACT's policies and procedures at all times.
2	To take on additional tasks related to this role as assigned by your manager.
3	To take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, government policy and research relating to all aspects of the work.
4	To demonstrate and uphold a commitment to promoting equality, diversity and inclusion in the workplace and throughout service delivery.

## Person specification

Essential competencies	
<input type="radio"/>	An in-depth knowledge of issues facing women with multiple disadvantages including those with convictions and those at risk of offending
<input type="radio"/>	Thorough understanding of violence against women and girls and its links to women in the criminal justice system
<input type="radio"/>	Significant experience of supporting women with issues related to offending (e.g. homelessness, substance misuse, domestic abuse, mental health or other relevant work area) preferably within criminal justice setting
<input type="radio"/>	Experience of setting and maintaining professional boundaries with service users whilst delivering an excellent standard of service, including how to respond appropriately to challenging behaviour, de-escalate tension, and enable women to manage strong feelings in a safe manner

<input type="checkbox"/>	Can make thorough and balanced assessments of individuals and their situations and to motivate change
<input type="checkbox"/>	Experience of conducting needs and risk assessments and of risk management; being alert and responsive to behaviour, information or other changes which could indicate a change in risk of serious harm. Can effectively communicate information and outcomes of assessment to others
<input type="checkbox"/>	Experience working in partnership with relevant statutory and voluntary groups, partners and agencies to be able to demonstrate the ability to develop and maintain strong constructive working relationships
<input type="checkbox"/>	Can construct detailed written reports with provision of evidenced based recommendations and outcomes and to maintain accurate and up to date paper and database records
<input type="checkbox"/>	Can manage a complex workload, is organised and can plan and prioritise efficiently whilst remaining positive and adaptable either working as an individual or collaboratively within a team
<input type="checkbox"/>	A good understanding of, and can work within, the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity
<input type="checkbox"/>	Proficient in use of Microsoft Office: Outlook, Word, Excel, Case Management Systems (or similar database systems) and virtual tools: Teams and Zoom
<input type="checkbox"/>	Good interpersonal skills and can listen and communicate effectively. Fluent in written and spoken English
<input type="checkbox"/>	Role requires travel: Use of vehicle and qualified current UK licensed driver

<b>Desirable competencies</b>	
<input type="checkbox"/>	Experience of support work, housing, resettlement, benefits, parenting, domestic abuse
<input type="checkbox"/>	Awareness of the Corston Report
<input type="checkbox"/>	Experience of leading group work in order to enable and facilitate positive change
<input type="checkbox"/>	Knowledge of the impact of Adverse Childhood Experiences
<input type="checkbox"/>	NVQ level 3 qualification or above in relevant area of work (Relevant work experience to the post more of a prerequisite)
<input type="checkbox"/>	Proficient in another language (not essential)
<input type="checkbox"/>	Independent Domestic Violence Advocate (IDVA) or Independent Sexual Violence Advocate (ISVA)

### **Additional information**

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This role is permanent, either part time or full time (37 hours per week) on weekdays between the hours of 9am and 5pm. Some flexibility is required to meet service delivery requirements.

Whilst the role is based at Alana House in Reading, our Alana House service covers the communities of Berkshire, Oxford City and South Oxfordshire and travel may be required across all locations. The post holder must hold a full UK drivers license with access to own transport and be flexible to work across these locations.