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| Support Worker (Foreign National Offenders)**Job Description and Personal Specification** |
| **Role:** | Support Worker (FNO) |
| **Place of work:** | HMP Wandsworth |
| **Hours of work:** | 38 |
| **Salary/Grade** | Operations - Practitioner  |
| **Reports to:** | Team Leader  |
| **Level of screening:** | Enhanced DBS/ Prison Vetting |
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| Who we are |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service user’s ideology, helping them desist from crime and reach their true potential.

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| Where you fit in |
| This post presents an exciting opportunity to be an integral part of the delivery of a bespoke service in HMP Wandsworth providing support for Foreign National Offenders (FNOs).This team provides a range of appropriate interventions to enable FNOs to engage with the regime, empowering them with practical skills to increase confidence and access purposeful activity. As a Support Worker you will have experience and knowledge of prison estates and the processes and procedures within the prison environment. You will work across the spectrum of this delivery, holding a caseload and supporting prisoners via a range of interventions including one to one support and group work designed to improve social/communication skills, which will enhance relationships between participants helping to reduce self-isolation.Engagement with the service will complement/consolidate skills introduced within ESOL courses providing an extension to learning outside of a typical educational environment.The prisoners supported through this project will often be vulnerable and challenging and project workers will need to be resilient, skilled and flexible to ensure that we deliver a high-quality service.This role will involve working in close partnership with prison, criminal justice, health, education and voluntary sector services to promote and deliver our services and achieve the required outputs and outcomes. Working as part of an integral team alongside staff from Catch22’s existing footprint within the Prison cluster, the role will involve working collaboratively with the Resettlement & Group Offending teams.  |
| Main Duties & Accountabilities |

**As Support Worker (FNO) your main duties and accountabilities will include:**

* Contribute towards delivery of activities and interventions that will motivate and encourage FNOs to engage in the regime and make purposeful use of their time, working alongside colleagues from Catch22, Security, Residential and other partners, ensuring communication remains fluid and adherence to agreed joint working processes.
* Manage an ad hoc caseload of FNO and ensure support meets their needs through:
	1. Communicating appropriately and effectively
	2. Undertaking appropriate needs and risks assessments
	3. Undertaking effective support/actions plans in liaison with the FNO and other professionals
	4. Reviewing strategies regularly with prisoner and professionals
	5. Monitoring outcomes and contributing to alternative plans as appropriate.
	6. Providing ongoing person-centred support with a focus on the individuals wellbeing and ability to cope
* Adopt a range of approaches when working with individuals to improve wellbeing and address the reasons for their referral through:
	1. Solution focused approaches and evidence-based practice
	2. Strength based approaches to improve coping capacity and resilience
	3. 1:1 outreach work
* Maintain a good level of knowledge and understanding of relevant immigration legislation and associated procedures as well as the barriers preventing/restricting engagement for FNO and support the development of coping strategies to manage feelings of isolation or helplessness.
* Develop and deliver group activities including workshops that will further FNO’s communication skills, relationships, confidence and ability to access the wider regime.
* Work with statutory and voluntary sector partners to ensure the work is part of a pathway of activities available and adds value to existing provision.
* Support the delivery of training, events, workshops and seminars to professionals to raise awareness and develop the capacity of partners to understand the challenges faced by FNO and develop skills to support and best engage prisoners.
* Make appropriate onward referrals, signposting FNOS to support services with partner agencies and positive activities where appropriate, and identifying creative solutions to any barriers that may arise.
* Constantly ensure there is genuine engagement with the Service User using appropriate methodologies and inventions to encourage and support their engagement and progress towards utilising more positive coping mechanisms and / or independence in the community and positive engagement with the prison regime.

**This list is intended to give an indication of the main duties involved but is not meant to be exhaustive.**

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| Other |

* To make sure that you read and are familiar with, and follow all Catch22’ policies and procedures and to access Catch22’s intranet at least once a month to update yourself with any new or amended policies or procedures
* To act as an ambassador for Catch22 upholding and promoting our corporate values
* To attend relevant training courses and networking sessions as agreed with the line manager
* To carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the post.
* Represent Catch22 as required at range of local and national events and forums.
* Ensure that HM Prison security requirements are adhered to at all times.

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| What does good look like for this role? |

As a Support Worker you will be engaging with FNOs, supporting them to make best use of their time in custody. This will be a great opportunity to be a positive influence for change and to work with a wide range of partners to address the barriers restricting FNOs engagement with the regime and therefore the opportunity to engage in meaningful intervention to address their risk of reoffending.

‘Good’ in this role will include:

* A confident professional who is responsive to pressure and change.
* Able to be adaptable, working in what can be a challenging environment whilst maintaining a motivational approach and achieving performance targets.
* Ability to build and manage relationships, share knowledge and skills to deliver shared goals.
* Working collaboratively with a variety of partnership organisations to deliver a great service to service users.
* Attention to detail particularly relating to performance and meeting of deadlines.
* Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.
* Ability to complete timely performance and management reports as directed, collating information as agreed from all prison sites.

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| Organisational Relationships |

Reports to Team Leader .

A Support Worker (FNO) liaises closely and is expected to effectively communicate with Foreign National Offenders and Detainees, Prison staff, Managers from other statutory and voluntary agencies, both within and external to the prison, who offer services relevant to FNOs.

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| Support Worker (FNO) Person Specification |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Educated to GCSE Standard as minimum | Appropriate professional qualification:NVQ / Diploma level 4 in Health & Social Care / Community Justice/ Mental health or professional equivalent. Ability to communicate and demonstrate verbal and written skills in at least one of the following languages:* Polish
* Albanian
* Romanian
* Lithuanian
* Hungarian
* Arabic
 | Application Form/ Interview/ Verification of Certificates |
| **KNOWLEDGE/ EXPERIENCE** | Experience of working in a prison environment, or working within a complex and challenging environment with vulnerable individuals. Knowledge of some of the challenges faces by Foreign National Prisoners.Experience of safeguarding and risk management Experience of working with a high-risk client group presenting violent or challenging behaviourExperience of delivering activities and interventions for prisoners or challenging cohorts of learners / participants Basic knowledge of relevant legislation and policy relating to Foreign NationalsProblem solving techniques and decision-making practice – able to work effectively in a high pressured environmentAbility to engage prisoners effectivelyGood understanding of agencies working within the following sectors; criminal justice, immigration, secure estate, social care, housing, health, ETE and voluntary sector and the relevant referral processes | Experience of working within Prison settingExperience of outreach or detached workKnowledge and understanding of the issues facing socially excluded prisoners or those at risk of disengaging from mainstream activities Ability to engage prisoners effectivelyExperience of using translation services | Interview/ Application |
| **SKILLS & ABILITIES** | Ability to delivered strengths focussed work, highly skilled at building positive working relationships and evidencing empathy. Ability to organise own work routines and to work on own initiative to an agreed action plan.Ability to assess information quickly and make sound judgmentsAbility to handle sensitive and confidential issues with tact and diplomacy, whilst maintaining boundariesAbility to generate trust and credibility when working in a team and be reliable, approachable and discreet A commitment to valuing diversity and implementing equal opportunities and anti-discriminatory practice Extensive IT skills and use of databases | Experience of data collection, analysis, the production of reports and summaries, using IT. An understanding of the risks entailed in service delivery to vulnerable young people and risk management processes | Application/Interview |
| **OTHER** | Ability to effectively engage commissioners, stakeholders and other partners.Ability to integrate, diversity and cultural issues into service planning, design and delivery.  |  | Application/Interview |