

# Project Worker (London Gang Exit Service)

## Job Description and Personal Specification

<b>Role:</b>	Project Worker
<b>Place of work:</b>	London
<b>Hours of work:</b>	38 hours per week
<b>Salary/Grade</b>	Grade C / Zone 1
<b>Reports to:</b>	Service Coordinator
<b>Level of screening:</b>	Enhanced DBS/ Prison Vetting

## 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'.

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.

## Where you fit in

The London Gang Exit (LGE) Service is delivered in partnership between Safer London and Catch22. There is an exciting opportunity to join the delivery team as a Project Worker.

LGE is a bespoke service for gang affected young people, both those who are involved in and those impacted by gang activity and who have the motivation to make a change. LGE has a focus on those aged 16-24 and our aim is to achieve positive change for young people through advocacy, specialist

support and practical tools.

The person will be responsible for effectively engaging with stakeholders, partners and service users ensuring effective case communication and management. 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 to generate and maximize referrals for the LGE service.

This team will provide a range of appropriate interventions, including early intervention for those at risk of gang involvement or influence, to motivate and encourage diversion for those on the periphery of gang activities through to exit programmes for those deeply entrenched.

As Project Worker, you will contribute to information which is shared for intelligence, reduction in violence and to support prisoners to lead a gang free life in both the establishment and community. You will have experience and knowledge of working within a prison environment. You will work across the spectrum of this delivery, holding a caseload of prisoners referred who you will support through a range of interventions including one to one support and groupwork.

The prisoners supported through this project will often be vulnerable and challenging and project workers will need to be resilient, motivational, skilled and flexible to ensure the delivery of a high-quality service.

## Main Duties & Accountabilities

**As a Project Worker (LGE) your main duties and accountabilities will include:**

- Manage a caseload of young people and ensure support meets their needs through:
  - a. Undertaking appropriate needs and risks assessments
  - b. Undertaking effective support/actions plans in liaison with the young person and other professionals
  - c. Reviewing strategies regularly with young person and professionals
  - d. Monitoring outcomes and contributing to alternative plans as appropriate.
  - e. Providing ongoing person-centred support
- Adopt a range of approaches when working with individuals in order to improve wellbeing and address the reasons for their referral through:
  - a. Solution focused approaches and evidence-based practice
  - b. Strength based approaches to improve coping capacity and resilience
  - c. 1:1 outreach work

- Engage/manage and assess pre-release cases in a time efficient manor.
- Maintain a good level of knowledge and understanding of gang activity within the London area.
- Contribute towards delivery of group activities including interventions that motivate prisoners to exit gang related activities.
- Multi-disciplinary working alongside colleagues from Catch22, Security, Residential and Reception and other partners ensuring communication remains fluid and adherence to agreed joint working processes
- Continue to build strong stakeholder relationships within the prison cluster and share information that will support each department, members of staff and prisoners
- Conduct individual assessments and develop action plans using smart targets.
- Engage and build positive and quality relationships with prisoners that are associated to gang activity to provide effective support on a one to one or group basis to achieve agreed outcomes
- Plan, organise and evaluate activities with staff, prisoners and partners identifying interventions that are effective in reducing gang activity, reducing risk and developing protective factors
- Contribute towards the training and supporting a small team of prisoners who will support activities as Gang's Mentors.
- Support the delivery of training, events, workshops and seminars to professionals to raise awareness and develop the capacity of partners on the areas of gangs and serious youth violence, vulnerability and exploitation.
- Make appropriate onward referrals, signposting young people to support services with partner agencies and positive activities where appropriate, and identifying creative solutions to any barriers that may arise.

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

## 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.
- This post may require a significant degree of flexibility in working hours, however, set working hours will be agreed with the Line Manager to be worked Monday to Friday.
- Represent Catch22 as required at range of local and national events and forums.
- Work with the Catch22 Management and colleagues to develop new initiatives, based on an assessment of needs within the city, which will be effective in reducing the impact of gangs within the prison, the community and on individuals.
- Ensure that HM Prison security requirements are always adhered to.

## What does good look like for this role?

As a Project Worker you will be engaging with Service Users, drawing upon each of the five competencies: risk of harm, engagement, diversity, communication and teamwork. This will be a great opportunity to be a positive influence for change and to work with a wide range of partners to address service users' criminogenic needs.

'Good' in this role will include:

- A confident professional who is responsive to pressure and change.
- A strong commitment to young people and an understanding of the factors affecting their lives, with particular knowledge/awareness of today's culture affecting 18-30 year olds.
- You will have the ability to guide and support service users in their personal, social and educational development to help them reach their full potential in society. Identifying issues affecting them and how their needs can be met.
- A confident and professional approach to supporting individuals from diverse backgrounds who may present with multiple difficulties.

- Adaptable, working in what can be a challenging environment, whilst maintaining a motivational approach and achieving performance targets.
- Ability to build and manage relationships and 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 always retain confidentiality.
- Ability to complete timely performance and management reports as directed, collating information as agreed.

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## Organisational Relationships

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### Reports to Service Coordinator

A Project Worker liaises closely and is expected to effectively communicate with Service Users, NPS, CRC, YOS, Prisons, Local Authorities, and practitioners from other statutory and voluntary agencies, who offer services relevant to the London Gang Exit Service.

Project Worker (LGE): Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Good basic education to GCSE or equivalent</p> <p>Experience working with Microsoft Office - Word and Excel</p>	<p>Any relevant qualification in youth or community work or a related field</p> <p>Evidence of continual professional development within Safeguarding, Equality &amp; Diversity, Health &amp; Safety training.</p>	<p>Application Form/ Interview/ Verification of Certificates</p>
KNOWLEDGE/ EXPERIENCE	<p>Knowledge and awareness of the local context of London and the areas in the city involved in gang activity.</p> <p>Experience of working with high risk clients presenting violent or challenging behaviour</p> <p>Experience of safeguarding young people</p> <p>Experience of delivering and activities and interventions for high risk young men and women</p> <p>Knowledge of relevant legislation and policy relating to gangs and serious violence</p> <p>Problem solving techniques and decision-making practice</p> <p>Ability to engage heavily entrenched young men and women</p>	<p>Experience of working with offenders and/or disadvantaged groups</p> <p>Experience of linking in with the Met Police</p> <p>Experience of outreach or detached work</p> <p>Experience of working within the gangs and youth violence sector</p> <p>Lived experience, such as overcoming difficulties</p> <p>Experience of outreach or detached work</p>	<p>Interview/ Application</p>

	<p>effectively</p> <p>Knowledge and awareness of the local context of Wolverhampton and the areas in the city involved in gang activity</p> <p>Good understanding of agencies working within the following sectors; criminal justice, secure estate, social care, housing, health, ETE, CSE, and voluntary sector and the relevant referral processes</p>	<p>Knowledge and understanding of the issues facing socially excluded groups or those at risk of disengaging from mainstream activities and the issues of violent crime</p>	
<b>SKILLS &amp; ABILITIES</b>	<p>Ability to organise own work routines and to work on own initiative to an agreed action plan</p> <p>Ability to assess information quickly and make sound judgments</p> <p>Ability to handle sensitive and confidential issues with tact and diplomacy, whilst maintaining boundaries</p> <p>Ability to generate trust and credibility when working in a team and be reliable, approachable and discreet</p> <p>A commitment to valuing diversity and implementing equal opportunities and anti-discriminatory practice</p> <p>Extensive IT skills and use of databases</p>	<p>Experience of data collection, analysis, the production of reports and summaries, using IT</p> <p>An understanding of the risks entailed in service delivery to vulnerable young people and risk management processes</p>	Application/Interview
<b>OTHER</b>	<p>Demonstrate the ability to build key relationships to the benefit of the project</p>		Application/Interview