

## Team Leader (Foreign National Service)

### Job Description and Personal Specification

<b>Role:</b>	Team Leader (FNS)
<b>Place of work:</b>	HMP Wandsworth
<b>Hours of work:</b>	38
<b>Salary/Grade</b>	Operations – Team Leader
<b>Reports to:</b>	Senior Operations Manager
<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

This post presents an exciting opportunity to be an integral part of the management and delivery of a vital service within HMP Wandsworth providing support for Foreign National Offenders (FNOs).

This small team will provide 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 Team Leader you will have experience and knowledge of prison estates and the processes and procedures within the prison environment. You will have management experience including supervision of staff, contract adherence and implementation of mobilisation activities.

You will work across the spectrum of this delivery, holding a small caseload of referrals 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. In order to achieve this you will be required to build and maintain effective working relationships with your counterparts across the Prison.

You will lead 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 Team Leader (FNO) your main duties and accountabilities will include:**

- Effectively manage performance ensuring that the service contractual commitments are met, and that performance is maximised, acting promptly to respond to and resolve performance and compliance issues as they arise.
- Regularly attend multi-agency meetings within the establishment as the main representative for the Service, providing updates regarding Service Delivery, performance and future plans.
- To maximise the performance and contribution of staff in meeting objectives through staff supervision, performance management, contribution reviews, training, consultation and service/team meetings.
- Implement policies, procedures and evidence-based innovation and performance improvement systems and processes. Work to continuously improve the efficiency and effectiveness of service delivery and organisational performance and ensure compliance with contractual requirements and standards.

- To lead in the creation and delivery of innovative 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.
- Ensure that disciplinary, complaints and grievance procedures are appropriately managed, including the undertaking of investigations and the conducting of disciplinary interviews when required.
- Undertake data collection, analysis, the production of reports and summaries, using IT. This will include the completion of monthly performance reports as well as reports for the Quality Improvement Group.
- Continue to build strong stakeholder relationships within the prison cluster and share information that will support each department, members of staff and prisoners.
- 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.
- Manage a reduced caseload of FNO and ensure support meets their needs through:
  - a. Undertaking appropriate needs and risks assessments
  - b. Undertaking effective support/actions plans in liaison with the FNO and other professionals
  - c. Reviewing strategies regularly with prisoner 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
- 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.
- To collaborate with prisoners to ensure that they are involved in co-creating the service so that it addresses their priorities and needs.
- Lead on 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 offender using appropriate methodologies and inventions to encourage and support their engagement and progress towards greater independence in the community.
- Line management of the support workers whilst undertaking regular supervision with them, ensuring high quality leadership and line management is provided.
- To ensure the maintenance of the team's database and compliance entry to the Prison's Case Management system for the purposes of casework recording, monitoring and evaluating service provision.
- This role may also include supporting the mobilisation of other small Catch 22 Services within HMP Wandsworth as and when the opportunities 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.
- 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.

## What does good look like for this role?

As Team Leader you will be responsible for managing and supporting Foreign National Support Practitioner(s) and Volunteer/Students as well as 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 always retain confidentiality.
- Ability to complete timely performance and management reports as directed, collating information as agreed from all prison sites.

## Organisational Relationships

Reports to Custodial Senior Operations Manager.

The Service Co-Ordinator (FNO) liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees and Human Resources. The post holder is also required to effectively communicate with Service Users, Probation staff, Prison staff, Local Authorities, Managers from other statutory and voluntary agencies, both within and external to the prison, who offer services relevant to FNOs.

<b>Service Co-Ordinator (FNO) Person Specification</b>			
<b>COMPETENCY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<p>Appropriate professional qualification: NVQ / Diploma level 3 in Health &amp; Social Care / Community Justice/ Mental health or professional equivalent.</p> <p>Evidence of continual professional development</p>	<p>Ability to communicate and demonstrate verbal and written skills in at least one of the following languages:</p> <ul style="list-style-type: none"> <li>- Polish</li> <li>- Albanian</li> <li>- Romanian</li> <li>- Lithuanian</li> <li>- Hungarian</li> </ul>	<p>Application Form/ Interview/ Verification of Certificates</p>
<b>KNOWLEDGE/ EXPERIENCE</b>	<p>Experience of working with foreign national service users</p> <p>Experience of safeguarding and risk management</p> <p>Experience of working with a high-risk client group presenting violent or challenging behaviour</p> <p>Experience of delivering and activities and interventions for prisoners</p> <p>Knowledge of relevant legislation and policy relating to foreign nationals</p> <p>Problem solving techniques and decision-making practice</p>	<p>Experience of working within Prison setting</p> <p>Experience of outreach or detached work</p> <p>Knowledge and understanding of the issues facing socially excluded prisoners or those at risk of disengaging from mainstream activities</p> <p>Ability to engage prisoners effectively</p> <p>Experience of contract mobilization</p>	<p>Interview/ Application</p>

	<p>Experience to engage prisoners effectively</p> <p>Experience of managing staff</p> <p>Good 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</p>	<p>Experience of managing budgets, ensuring value for money, and meeting financial targets.</p>	
<p><b>SKILLS &amp; ABILITIES</b></p>	<p>Ability to act as an ambassador in promoting our values and approach to staff, partners and stakeholders.</p> <p>Ability to operate at a strategic level and engage prison and a wide range of colleagues and partners.</p> <p>Experience of achieving positive improvements in service delivery/ performance.</p> <p>Demonstrable engagement skills including interviewing and motivating skills that support offenders’ rehabilitation.</p> <p>Ability to organise and manage multiple tasks successfully whilst working under pressure</p> <p>Ability to work in line with data protection requirements. Good verbal and written communication skills, including the ability to produce performance reports, rehabilitation plans etc</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>Contract management experience</p> <p>OR</p> <p>An understanding of contracts and contractual practice in a service delivery environment.</p> <p>Direct knowledge of and recent contact with a range of relevant commissioners/ funders.</p> <p>Experience of involving service users in the design and delivery of services.</p> <p>Experience of managing budgets, ensuring value for money, and meeting financial targets.</p> <p>Experience of data collection, analysis, the production of reports</p>	<p>Application/Interview</p>

	<p>Ability to generate trust and credibility when working in a team and be reliable, approachable and discreet</p> <p>Ability to lead a team, setting objectives and priorities monitoring performance against agreed targets.</p> <p>Experience of achieving outcomes on time and within budget.</p> <p>Skills in risk assessment and management and evidenced based decision making.</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>and summaries, using IT.</p> <p>An understanding of the risks entailed in service delivery to vulnerable people and risk management processes</p>	
<p><b>OTHER</b></p>	<p>Ability to effectively engage commissioners, stakeholders and other partners.</p> <p>Ability to integrate, diversity and cultural issues into service planning, design and delivery.</p> <p>Demonstrates a commitment to building teams and effective partnership working.</p> <p>Ability to create a compelling vision for stakeholders, partners, staff and volunteers and successfully manage and communicate change.</p>		<p>Application/Interview</p>