

## Wellbeing Practitioner – Thames Valley

### Job Description and Personal Specification

<b>Role:</b>	Wellbeing Practitioner
<b>Place of work:</b>	Based from our Community hub in Oxford with frequent travel across regional delivery sites.
<b>Hours of work:</b>	38 hours per week
<b>Salary/Grade</b>	£23,000
<b>Reports to:</b>	Team Leader
<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, veterans in custody, 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 become a multi skilled frontline practitioner within our Emotional Wellbeing services which form a part of our Personal Wellbeing Contract which has been commissioned by HMPPS to focus on supporting adult male ex-offenders across the following pathways; Family and Significant Others, Lifestyle and Associates, Emotional Wellbeing Services, Social Inclusion.

Your role will be to support service users to develop strategies to manage emotions and design and deliver skills training to foster self-confidence by knowing how to access appropriate support. You will also support service users to increase capacity to undertake activities to support daily living and advocate for service users in conjunction with multi-agency partners to engage with treatment and other professionals/services (MH

teams/support groups) Your role will support our team in achieving our Justice Business Plan objectives: innovate, revitalise and reform the delivery of Justice Services.

This role will involve working in close partnership with delivery partners, HMPPS, Voluntary Sector and other Criminal Justice organisations to promote and deliver our services and achieve the required outputs and outcomes.

You will support with activities to ensure mobilisation of the service. You will be responsible for ensuring your work is contractually compliant and meets the needs of Catch22's reporting mechanisms that will be set out for you. Furthermore, you will support the team leader when required to co-design innovative and engaging service provisions to ensure best practice in reporting data and leading-edge services are available to all service users.

You will proactively promote the values, aims and objectives of Catch22 and show understanding and commitment to the needs of service users and their local communities and how Catch22 Justice services can most effectively address these needs.

## **Main Duties & Accountabilities**

### **As a Wellbeing Practitioner your main accountabilities will include:**

- To provide wellbeing services to offenders under the line management of the Catch22 Team Leader and in line with the Service specification.
- Undertake service user assessments to understand their specific needs using 'Outcome star' & construct tailored action plans in line with their specific needs, complexity level, Risk factors & protected characteristics.
- Working with Community Offender Managers plan the proper sequencing of interventions.
- Support service users by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
- Delivery of wellbeing interventions via one to one Sessions, group Sessions and online Sessions.
- Helping service users to understand and manage their Emotional Wellbeing needs.
- Delivery of skills training to foster confidence, belief and hope in oneself, including against anxiety, isolation, overcoming stigma by knowing how and from whom to access appropriate support).
- Support Service Users to develop and sustain responsible parenting skills or make referrals to specialist agencies in this field.
- Offer advice and guidance to help Service Users to understand legal decisions that are made about them and their families and enable them to understand the importance of adhering to these.
- Design and Deliver sessions (in line with approaches referenced in the 2016 NOMS Domestic Abuse Guidance and the HMPPS Domestic Abuse Policy Framework,) to address underlying attitudes and thoughts which support abusive behaviour.

- Support and empower service users to develop strategies to manage emotions including those linked to offending (E,g, Shame, guilt, embarrassment, despair)
- Support service users to develop levels of self-efficacy, resilience, hope and confidence.
- Empower and support service users to develop ability to recognise and manage triggers to worsening wellbeing.
- Encourage service users to build and maintain appropriate social interactions
- Support Service Users to overcome stigma by knowing how and from whom to access appropriate support.
- Support service users to work with other multi-agency partners to engage with treatment.
- Support service user to sustain positive/healthy relationships.
- Engage with family members/significant others liaising with Probation Practitioner in relation to safeguarding/social care issues
- Empower service users to act less impulsively in any given situation/to increase their interaction with pro-social community associations..
- Liaise with the Probation Practitioner in relation to risk of abusive behaviour/harm.
- Use strengths-based, person centred approaches.
- Actively promote equalities and diversity taking account of each Service User different needs.
- Maintain records and use technology in accordance with Probation, Prison and Organisational policies and procedures.
- Engage in supervision and appraisal meetings with the line manager and take opportunities to undertake further personal development activities.
- Ensure that you maintain high standards of professional performance at all times through adherence to the Catch22 policies and procedural frameworks.

### **What does good look like for this role?**

As a Wellbeing Practitioner with responsibility for supporting Service Users in addressing their needs, you will have a great opportunity to be a positive influence for change and to work with a wide range of partners to improve Service User's prospects

The ideal candidate will possess the following:

- A confident and professional approach to supporting individuals from diverse backgrounds who may present with multiple difficulties.
- Ability to motivate service users in their ability to change through both one to one & Groupwork interventions.
- Ability to proactively manage a caseload of service users in line with the information contained within referrals.
- Working independently or in an outreach/field-based capacity
- Knowledge of: local partners/statutory agencies/associated services;

- Knowledge of the psychological/wellbeing issues service users might face.
- Ability to use digital systems and share information appropriately.
- Ability to understand/follow policies, procedures appropriate to the probation sector.
- Able to be adaptable, working in challenging environments whilst maintaining a motivational approach.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals.
- Ability to enable service users to manage strong feelings/ensure their own/others safety.
- Ability to identify/recognise risk, act according to risk management procedures when completing healthy relationship work.
- Attention to detail particularly relating to recording of work and meeting of deadlines.
- Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.

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### **Organisational Relationships**

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#### **Reports to Team Leader**

The post holder will also be required to effectively communicate with Service Users, Probation staff, Prison staff, other Dynamic Framework providers, Housing Officers and workers for other statutory and voluntary agencies both who offer services relevant to the rehabilitation of those involved within CJS.

Wellbeing Practitioner: Person Specification		
ESSENTIAL	DESIRABLE	ASSESSMENT
Driving license and access to a Vehicle (this role will require travel to offices across the Thames Valley area).		Assessment
<p>Good basic education, including Maths and English GCSE or equivalent.</p> <p>Evidence of continual professional development.</p> <p>Experience working with Microsoft Office - Word and Excel</p>	<p>Any qualification relevant to working with those in Criminal Justice System, for example criminology/ criminal justice/ social care/ mental health/ IAG/ Family.</p> <p>Training on NOMIS/ OASys/ Delius.</p>	Application
<p>Experience of working with offenders and/or disadvantaged people.</p> <p>Knowledge of: local partners/statutory agencies/associated services;</p> <p>Knowledge of: triggers/causes of challenging behaviour; MH/substance misuse/</p> <p>An understanding of the importance of risk assessment and management.</p> <p>An understanding of safeguarding adults and children</p> <p>Understanding of emotional wellbeing support principles</p>	<p>An understanding of Probation performance requirements relevant to the Rehabilitation of Offenders</p> <p>Experience delivering Groupwork</p> <p>Experience of delivering wellbeing interventions</p> <p>Experience using trauma-informed approaches in practise</p> <p>Life experience such as overcoming difficulties.</p> <p>Experience delivering Domestic</p>	Interview/ Application

	Abuse interventions	
<p>Ability to build and develop good working relationships at all levels.</p> <p>Ability to motivate service users in their ability to change.</p> <p>Ability to proactively manage a caseload of service users in line with the information contained within referrals.</p> <p>Ability to use digital systems and share information appropriately.</p> <p>Ability to understand/follow policies, procedures appropriate to the probation sector</p> <p>Ability to respond appropriately to challenging/unacceptable behaviour.</p> <p>Ability to enable service users to manage strong feelings/ensure their own/others safety.</p> <p>Ability to support service users to disclose offences to their family.</p> <p>Ability to identify/recognise risk, act according to risk management procedures when completing healthy relationship work</p>	<p>Skills in risk assessment and management and evidenced based decision making.</p> <p>Demonstrable engagement skills including interviewing and motivating skills.</p> <p>Experience of writing assessments or reports.</p>	Interview/ Application

<p>Ability to recognise/respond to suicidal thoughts/intent; self-harm.</p> <p>Demonstrates a positive approach and commitment to both team and partnership working.</p> <p>Good organisational and prioritising skills.</p> <p>Ability to work under pressure using own initiative.</p> <p>Ability to work with a solution focussed approach.</p> <p>Good verbal and written communication skills,</p> <p>Ability to work in line with data protection requirements.</p> <p>Willing and able to work flexibly across various community &amp; prisons settings</p> <p>Ability to support service users through their transition from prison back into the community, including the issues faced by SUs with Mental Health issues/from sexual offences/other issues which increase vulnerability.</p>		
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