



Job Description: Community Keyworker – Minerva Service

Job Title:	Community Keyworker – North/East London
Responsible to:	Team/ Centre Manager
Contract:	Permanent
Salary:	£25,000 – £28,000 per year inc London Weighting
Pension:	Workplace pension
Working hours:	35 hours a week, with some evening and weekend work required
Work location:	Colocated in one or more London boroughs with travel to across boroughs to provide targeted support to women as required.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

Advance is committed to equality and diversity and strongly encourages applications from women with disabilities, from BME backgrounds and the LBT community, and with personal experience of the criminal justice system. Please contact Advance for further details.

About Advance

Advance is a well-respected, award-winning and innovative women-only organisation, established in 1998, providing emotional and practical support to women experiencing domestic abuse and supporting women with custodial and community sentences to reduce offending. We believe in empowering women and girls to lead safe, non-violent, equal lives so that they can flourish and contribute to the community. Our values are to listen and support, to empower and respect, to collaborate, innovate and be accountable. We have expanded our services significantly over the past 2 years, with annual income to over £3m and 75 staff, reaching over 3000 women and their children.

We specialise in a range of services which support women experiencing domestic abuse and violence, through our Hammersmith office and at colocated offices across four central/west London boroughs. Our domestic abuse services are available to girls and women regardless of ethnicity, sexuality or immigration status. A large part of our work is crisis intervention, for women requiring urgent help and in imminent danger. Our services are free and confidential and delivered in partnership with 9 specialist VAWG organisations.

Over 7 years ago we expanded our services to include supporting women who have committed crime, many of whom are also experiencing domestic abuse, to reduce or end offending, pan-London. Our goal is to divert women from the Criminal Justice System at the earliest opportunity and prevent families breaking down as a result. We believe that the criminal justice service is built for men, so it is important that a safe, woman-only service is available. This service is now being expanded to include borough-based keyworker support and regional women's centres across 15 North, East and West London boroughs, providing one-to-one advocacy and specialist work, including delivering tailored workshops and group activities by Advance and its 10 voluntary organisations, in partnership.

Job Summary

Advance's Minerva service works with women involved in the Criminal Justice System offering safe, targeted support and advocacy to women to help them address their complex needs in relation to the 9 pathways to offending, such as substance misuse and financial difficulties. Minerva aims are to reduce re-offending, encourage desistance amongst repeat offenders, divert women from Criminal Justice involvement as early as possible and reduce the number of custodial sentences imposed by Courts.

The Minerva CR Service provides services to women who are being supervised by London CRC (Probation service). There will be 10 CR Community keyworkers, covering designated North, East, South and West London boroughs, offering one-to-one community support to a maximum 950 women across designated areas London for up to 12 months depending on each woman's need. Each keyworker will work with a caseload of up to 90 women per annum in specified boroughs, and are likely to be co-located for a minimum of 4 days (depending on need) within London CRC offices in the boroughs they cover or a partner organisation in one of the boroughs they cover, with a requirement to attend Advance's Regional Centre for Supervision and Team meetings at least once per month.

The Minerva WrapAround service is a new 3-year programme launching in May 2018 and funded by MOPAC (Mayor's Office for Policing & Crime) in order to provide enhanced support to women and girls who have committed crime and are at risk of re-offending, with complex multiple needs. The service is designed to be a "whole system" response to women in the Criminal Justice System and these additional services will be offered across 15 London boroughs in North, East and West. There will be 12 community keyworkers – who will offer an enhanced service to a total of 700 women across these boroughs, each of whom will have been assessed as having complex needs and therefore require additional support to our Minerva CR service in the form of additional key-work sessions, innovative interventions or diversionary and group-work sessions and access to a women-only Centre in their region. Each keyworker will work with women in one or more boroughs, and are likely to be colocated for up to 4 days (depending on need) with a partner organisation in one of the boroughs they cover, with a requirement to attend Advance's Regional Centre for Supervision and Team meetings at least once per month.

The Community keyworker will:

- Provide an in-reach service to women serving custodial sentences at HMP Bronzefield, HMP Downview and HMP Send to assist in supporting them and building a relationship in the 12 weeks prior to their release;
- Regularly review the initial assessment of risk and need, and provide one-to-one advocacy, support and advice across all 9 pathways to women released from custody to a London address;
- Complete an initial assessment of risk and need, and provide one-to-one advocacy, support and advice across all 9 pathways to women who are sentenced to a community disposal;
- Create and regularly review Resettlement and Support Plans in collaboration with the woman and potentially the Responsible Officer/another agency to support women in addressing their multiple needs and enable them to engage with licence requirements and Court orders;
- Co-ordinate and sequence appropriate community interventions to enable the woman to meet the objectives on the Support Plan, liaising with co-located support workers from other agencies as required;
- Work intensively with a selected caseload to provide a more 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 and Finances, Benefit and Debt;
- Where necessary, deliver appropriate group-based support programmes in order to empower women to move forward with their lives and to challenge the stigma associated with women affected by the Criminal Justice System;
- Work closely with Advance's Minerva CR team, as well as other Minerva WA partners (eg Hibiscus, Housing 4 Women and others), as well as local borough agencies (Social Care, Police, Mental Health, Housing, Substance misuse and others) to link and improve holistic services for women and reduce re-offending.

The Community Keyworker main duties will be:

1. To provide an in-reach service to women at HMP Bronzefield, HMP Downview and HMP Send in the 12 weeks prior to leaving custody to assist in preparing them for release and supporting their resettlement.
2. To meet women returning to a London address on the day of their release if required, escort to meet CRC staff in compliance with their licence and provide intensive support to assist clients in the first 48 hours (minimum) of release.
3. To regularly review the Individual Support Plan with clients returning to London on release from custody that seeks to address issues leading to offending such as their mental/physical health, housing, substance misuse, relationship, education/training/employment, parenting, financial and cultural needs, and support them in line with this plan.
4. To undertake an assessment and develop an Individual Support Plan with clients subject to community disposals that seeks to address their mental/physical and sexual health, housing, substance misuse, relationship, education/training/employment, parenting, financial and cultural needs, and support them in line with this plan.
5. To work intensively with a selected cohort of women to offer a specialist service focussing on their particular needs, and addressing priorities of partner agencies in reducing local re-offending.
6. To meet women as required face-to-face based on the support target of weekly for the first 3 months, fortnightly for 3 to 6 months and monthly thereafter up to 18 months from referral, providing emotional and practical support, aiming to reduce re-offending and encourage desistance for the women.
7. To advise on referral options, arrange for the referral of women to appropriate local agencies based upon their identified needs and in consultation with the client, and advocate with local agencies on their behalf to support their identified needs with a solution-focused approach.
8. To deliver a range of group-based interventions with women where necessary in order to improve their self-esteem, take responsibility for their licence/Order and/or offence, and move forward with their lives.
9. During the Post-Sentence Supervision period of a woman's licence, in partnership with London CRC / NPS , to monitor the client's attendance, engagement, progress with objectives, risk of harm and risk of re-offending, and inform relevant authorities of any risk escalation or breach action within 24hrs.
10. Obtain feedback regularly from the client regarding their experience of the Minerva service on, including on exit from the service, and use this feedback to inform the development of our services.
11. Develop and maintain information and resource materials to provide a full range of support.
12. Develop and maintain professional relationships with all partner agencies including the Prison Service, Probation services (NPS and LCRC), Youth Offending teams (YOTs), Courts, Police, Health, Housing and Local Authority, and work appropriately within local Integrated Offender Management (IOM), MARAC and Safeguarding Adults and Children frameworks to identify and manage risk.
13. To attend the different hubs/women-only spaces in the boroughs you cover and to be part of the inductions facilitated by statutory and other agencies, to introduce the Minerva services to the client obtaining referrals and establish positive relationships.
14. Work as part of a team, communicating effectively within a team environment and ensure a high quality service for women.
15. Complete work of a high standard, ensuring that Advance meets the KPIs and outcome measures agreed with MOPAC.

General duties include:-

16. Maintain accurate records in keeping with Data Protection Act and Advance policies.
17. Participate in multi-agency working parties and focus groups when requested to do so in your boroughs and represent Advance at a range of external meetings in a professional and appropriate manner, ensuring the reputation of Advance remains one of a quality provider of innovative services to women.
18. Keep up to date with relevant legislation, research and policy developments.
19. Attend relevant training, conferences and seminars on behalf of the project and take responsibility for self-development on a continuous basis.
20. Undertake all necessary administration relating to both client and yourself as an employee.
21. Where requested, work with the Team Manager, Programme Manager and Director of Criminal Justice Services to conduct regular reviews of the project and compile reports as required.
22. Prepare reports on the work of the centre for the Director, CEO and Trustee Board and other agencies when requested.
23. Work within the organisation's Health and Safety, Confidentiality, Equal Opportunities and all other relevant policies.
24. Demonstrate a willingness to work at and across any of Advance's sites and on occasion attend evening or weekend meetings.
25. Undertake any other reasonable duties as requested by the Director, CEO and Board of Trustees.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post. The post holder will be subject to DBS checks and security clearance to enter HMP establishments.

E- Essential requirement; D- Desirable requirement

PERSON SPECIFICATION		E/ D
1	An in-depth knowledge of issues facing women offenders and those at risk of offending; both in and out of the Criminal Justice System.	E
2	Significant experience of working with women experiencing issues related to offending (e.g. homelessness, substance misuse, domestic violence, mental health or other relevant work area) preferably within criminal justice setting.	E
3	Experience of conducting needs and risk assessments and of risk management.	E
4	Strong crisis management skills and an ability to cope in stressful situations.	E
5	Ability to manage a caseload and experience of prioritising and organising your own workload, and ability to cope with lone working and being managed remotely.	E
6	Good interpersonal and communication skills.	E
7	Excellent literary and administrative skills including ability in information technology and data collection.	E
8	Able to motivate others and enable change, a track record of engaging “hard to reach” service users.	E
9	Thorough understanding of, and commitment to, equal opportunities, confidentiality and anti-discriminatory practice.	E
10	Experience working in partnership with relevant statutory and voluntary groups, to be able to demonstrate the ability to develop and maintain strong constructive working relationships.	E
11	Be able to challenge appropriately, develop and monitor agreements and support plans with service users – be creative in service delivery and influence change.	E
12	Be flexible, work as a team, supporting the service and colleagues as required.	D
13	Experience of setting and maintaining professional boundaries with service users whilst delivering an excellent standard of service.	E
14	Experience in training and group work.	E
15	Meet agreed outputs and outcomes which Advance is required to achieve as an element of contract delivery.	E
16	Provide relevant information and statistical proof of the impact of our service to enable Advance to evaluate and monitor the service.	D

Please note that any offer of employment will be made subject to references and confirmation of the right to work in the UK and satisfactory enhanced DBS check.