



## **JOB DESCRIPTION**

<b>POST:</b>	Link Worker
<b>LOCATION:</b>	Hampshire
<b>RESPONSIBLE TO:</b>	Service Manager (or nominee)
<b>DBS CHECK:</b>	This post is subject to Adult Workforce Regulations

### **JOB PURPOSE:**

To work with clients who are involved with the Criminal Justice system with the objective of reducing their offending behaviour.

The role will involve the assessment of clients who are referred into the service by Offender Managers and case working and/or referring onwards. Link Workers will support a caseload of up to 20 clients using assertive engagement techniques where necessary. They will develop an action plan in which they will work with the client to address and resolve issues which contribute to chaotic lifestyles.

They will develop a good knowledge of available services which will enable them to refer on to the most appropriate agency in order to facilitate meaningful support into a more settled and productive lifestyle.

### **KEY RESPONSIBILITIES:**

- To provide support and practical help in order to assist clients out of a chaotic lifestyle,
- To liaise with local support agencies as necessary, with a view to providing the client with a high quality and robust support network.
- To inform and educate workers and agencies in this field regarding the nature of chaotic adults and help to develop and inform on good practice regarding the treatment and support of chaotic adults.
- To develop joint working protocols with agencies already working in local delivery settings and to maintain good working relationships with all staff groups.

- To provide a prompt and accurate assessment of needs regarding clients current presentation including regular reviews to ensure support remains valid.
- To develop and improve strategies for remaining in contact with clients who are “difficult to engage”.
- To develop clear action plans for each client including detailed risk assessment and management.
- To liaise with local community services regarding suitable support for the client group and to help them improve the way they can respond to them, through training, professional support to caseworkers and developing information-sharing protocols.
- To contribute to the maintenance of monitoring and database systems including collecting, inputting and collating basic information on numbers, profile and outcomes of all referrals.
- To work in a flexible, reflective and un-dogmatic way as required in order to engage with the client group.
- To be an effective team player, with the ability to adopt a shared approach to both the casework and the developmental aspects of the job.
- To keep clear and accurate records in accordance with P3’s record keeping policies and guidelines.

## **TEAM WORK**

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- To attend staff meetings and any other meetings that will be beneficial to the work of the service.

## **QUALITY**

- Deal with complaints in accordance with P3's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

## **DEVELOPMENT**

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.
- Keep up to date with information relating to issues such as welfare benefits, employment, training, housing etc.

## **DELIVERING EQUALITY**

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

## **OTHER**

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy, wherever possible, to reach agreement on changes. However, if this is not possible P3 reserves the right to change the job description in line with the needs of the organisation.

## PERSON SPECIFICATION

### Link Worker

	Essential	Desirable
<p><b>Values</b> Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> <li>• A commitment to client involvement and empowerment. ✓</li> <li>• Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. ✓</li> <li>• Recognise and value all aspects of diversity ✓</li> <li>• Understanding of and commitment to the importance of accessing training, learning and development opportunities ✓</li> </ul>		
<p><b>Experience</b> Able to demonstrate experience of:</p> <ul style="list-style-type: none"> <li>• Professional experience of homelessness and or substance misuse services ✓</li> <li>• Relevant personal experience ✓</li> <li>• Experience of working with clients with complex needs ✓</li> <li>• Partnership and networking skills ✓</li> <li>• Risk assessment and intervention planning ✓</li> <li>• Caseload management ✓</li> </ul>		
<p><b>Knowledge and Understanding</b></p> <ul style="list-style-type: none"> <li>• Must have a sound understanding of the needs of people who use our services ✓</li> <li>• An understanding of the issues people with complex needs face ✓</li> <li>• Knowledge of issues surrounding alcohol and substance misuse ✓</li> <li>• Knowledge of benefits system ✓</li> </ul>		

<ul style="list-style-type: none"> <li>• Knowledge and understanding of housing provision</li> <li>• Knowledge and understanding of external partner agencies</li> </ul>		<p>✓</p> <p>✓</p>
<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Able to work on own initiative and prioritise workload</li> <li>• Able to work as an integral member of a team</li> <li>• Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies</li> <li>• Must demonstrate effective interpersonal and communication skills</li> <li>• Must have ability to maintain accurate service user records</li> <li>• Must be able to respond flexibly to the needs of service users</li> <li>• Ability to use database systems and word processing and produce quality documents using a computer</li> <li>• Confident user of computers including email.</li> <li>• Able to work flexible hours if required</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• There must be substantial evidence of commitment to personal and career development relevant to the post.</li> <li>• Full Driving Licence</li> </ul>	<p>✓</p> <p>✓</p>	