



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Assertive Outreach Worker	Grade: Scale 6
Section: Customers and Partnerships	Directorate: Chief Executives Group
Responsible to following manager: Integrated Offender Management Partnership Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: September 2018

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The post-holder is responsible for building relationships with the offenders on their caseload, encouraging their compliance with any mandatory requirements and their engagement with services supporting their rehabilitation. To provide practical support and assistance as required in respect of any social care or health needs.



Specific Duties and Responsibilities

1. To manage a caseload of offenders in conjunction with their lead officer and, when requested, to carry out tasks in relation to others not on their caseload when that task would support the aims of the scheme.
2. As part of the case management, to build an understanding with individual offenders ensuring they are aware of the support and assistance available to them, and that they are aware of the expectations upon them and the implications of failing to comply with the requirements of the scheme.
3. Provide practical assistance to the individual offenders, as agreed with lead officers, in order to help them achieve the goals set out in their plans. This can include help with applications or transporting to key appointments especially on release from prison.
4. When appropriate, maintain contact with families or partners of offenders ensuring that they are aware of how they can access support and advice.
5. With regard always to personal safety, to meet with offenders in community settings including home addresses in order to extend the reach of the scheme beyond office based appointments.
6. Liaise with and take part in joint planning with any agency or organisation working with the offender.
7. Maintain accurate written records on the relevant case management systems.
8. Report any concerns about the behaviour or health of any offender immediately to the lead officer or team manager.
9. Maintain a good understanding of local safeguarding reporting requirements and ensure that any concerns are reported accordingly and also shared immediately with the team manager or lead officer.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.



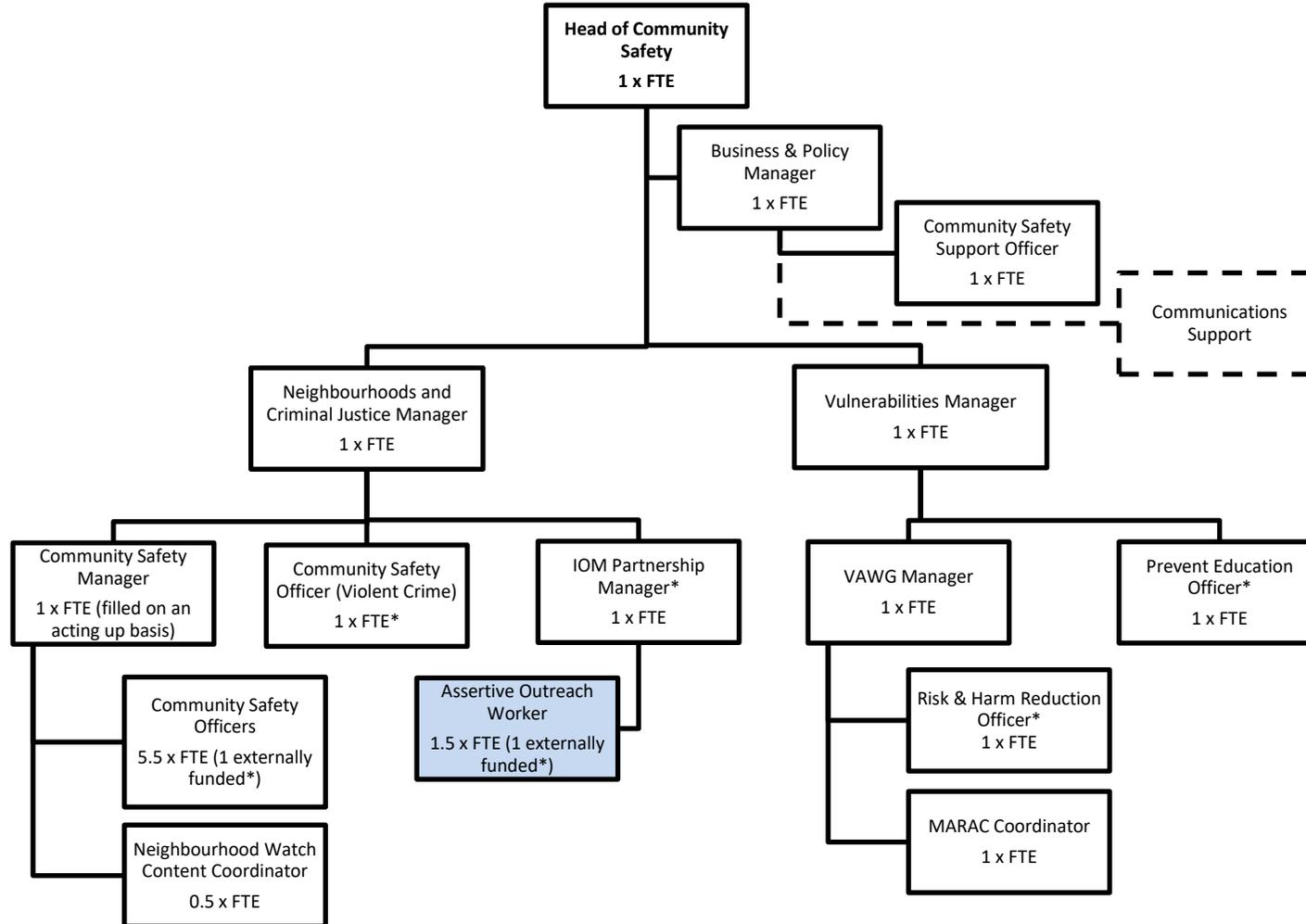
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Post holder may be expected to work flexibly across three locations (Wandsworth Town Hall, Richmond Civic Centre and partner offices).



Team structure





Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

- **Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.
- **Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.
- **Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/T/C (see below for explanation)
Knowledge	
An understanding of the risks involved with working with offenders and the need to maintain clear boundaries.	A/I



A knowledge of and the principles of safeguarding and how to react appropriately to any concerns.	A/I
A working knowledge of the principles of information sharing between agencies.	A/I
A broad understanding of the roles of the key Criminal Justice agencies.	A/I
Experience	
First hand experience of working with offenders, or clients within addiction services.	A/I
Experience of working in partnership with other agencies.	A/I
Experience of working on own initiative and managing a caseload.	A/I
Skills	
An ability to build working relationships within a challenging client group and to positively influence behaviour.	A/I
An ability to network and build good working relationships with current and potential partners.	A/I
An ability to write accurate and clear notes and reports.	A/I/T
Basic knowledge of and ability to use standard IT packages (Microsoft Office and Outlook).	A/I/T
Qualifications	
A full driving license is required.	A/C

A – Application form

I – Interview

T – Test

C - Certificate