

**Ex-Offender Support and Resettlement Worker**

**Summary of the Role**

This role will provide a seamless service to ex-offenders with a housing need in Worthing and Crawley to secure accommodation prior to their release through the private rental market, become tenancy ready to ensure they are able to successfully maintain accommodation, and thrive in their local community upon their release.

The role will work in collaboration with districts councils to support their statutory requirements, and our non-statutory requirements, to achieve positive outcomes for the clients. Using early intervention and prevention techniques, and with working with the National Probation Service and Prisons in the area. We will identify prisoners at risk of homelessness on release and support them to complete applications for housing and to get them tenancy ready through AQA accreditation.

**To provide support and resettlement service to offenders who are leaving or within:**

* Adults with a history of offending of all genders who are aged eighteen or above.
* Assessed as ready to take on an Assured Shorthold Tenancy.
* Homeless or at a risk of homelessness/rough sleeping, and fall within one of the following groups:
* Moving on as homeless from Community Accommodation Service.
* Moving on as homeless from Approved Premises accommodation.
* Moving on as homeless from Bail Accommodation Support Service.
* Rough sleeping and served a custodial sentence within the last 12 months.
* Staying in a hostel night shelter or B&B, and served a custodial sentence within the last 12 months;
* Staying temporarily with friends or family (sofa surfing), and served a custodial sentence within the last 12 months.
* It is also expected that some ex-offenders will self-refer, either themselves or through a family member, which schemes will need to take into account.
* Any referral process put in place will need to work alongside the Duty to Refer and an assessment under the Housing Act 1996,
* To increase access to new private rented sector tenancies for ex-offenders who are, or are at risk of becoming, homeless.
* The project is focused on working closely with the housing options team within the local authority to secure accommodation. gain access to financial interventions (e.g. landlord incentives, rent deposits, furniture funding packages and set up costs, personalised contingency funding)

**Key Responsibilities**

* To provide support and resettlement of prison leavers into and to maintain their tenancy
* Provide trauma informed service to adult prison leavers or those having served a custodial sentence in the last 12 months who are homeless and not assessed as priority need, to secure private rented accommodation and sustain tenancies.
* To work collaboratively with the Prison Services, National probation Service, DWP and any other relevant organisation.
* Liaise with Private sector landlords and Local Authority to source appropriate accommodation prior to release to ensure smooth pathway from prison or approved premises to their home.
* To work in partnership with the district council housing options team to support clients successful and positive resettlement by accessing financial support for furniture packages, rent deposits, rent in advance and contingency funding as appropriate.
* To provide a client centred and Trauma Informed support service.
* Supporting individuals to access support for eg mental health/ substance misuse needs, as well as areas eg finance, health and wellbeing, work readiness
* Resolve the immediate resettlement needs directly, or indirectly by ensuring referral of resettlement needs to the correct partners including internal and external partners and confirming referral received.
* Provide resettlement advice and signposting to all offenders.
* Prior to persons release, you shall review the offender’s progress to complete a comprehensive Resettlement Plan, ensuring that all needs are met, securing outcomes and objectives.
* Work with the offenders pre and post release on tenancy ready programmes.
* Work with other service providers to ensure services complement existing provision within prison and in the community.
* Deliver a resettlement service that deals with offenders’ immediate resettlement needs. This service will be coordinated and will focus on immediate issues relating to but no exclusive to accommodation, health, employment, finance and debt
* Resolve any immediate barriers and support needs and revisit resettlement needs at the end of the custodial period.
* Encourage all offenders to participate in additional rehabilitative activities and support.
* Liaison with NPS (National Probation Service) to ensure that offender is complying with all their orders or licenses to avoid recall to prison.
* Work with other agencies and co-commissioned services including but not limited to Substance Misuse Services; health services; education and training opportunities: volunteering opportunities to support work readiness; and the Department for Work and Pensions (DWP) Benefits Advisers and Work
* Working with clients to support them gain access to ensure improvements in their health and wellbeing.
* 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. Including access to education, training and work readiness via volunteering opportunities both within Stonepillow and in other areas.
* Provide / arrange for various advice, advocacy and or information to offenders in relation to but not exclusive to physical health matters, substance misuse welfare benefits, education, employment and training, life skills and any other identified support needs.
* Dealing with any disputes or emergencies within your job role.
* Work collaboratively with the Stonepillow teams and local agencies to ensure tenants receive the support they need to sustain their homes, including the development and delivery of tenancy ready skills-based sessions and workshops – AQA accreditation
* Promote and encourage coproduction and client involvement in the service and within Stonepillow as a whole. Taking every opportunity to involve clients in the design and delivery of services and to provide feedback on the quality-of-service provision.
* Adopt a Psychologically informed and Trauma Informed approach to supporting clients, including use of learning from psychosocial models of working and through reflective practice.
* To be aware of potential risk and vulnerabilities posed by and to ex-offenders and address them accordingly when identifying potential properties with support from other Stonepillow staff.
* Ensure that clients have as much choice and control over their accommodation options as is feasible within the housing market.

**Monitoring and Evaluation**

* Maintain individual, up to date and accurate client data by inputting into information on to Stonepillow inform database system.
* Ensure ongoing recording and monitoring of project outputs and outcomes.
* Manage engagement and outcome data, inputting data onto the database and collating information to produce relevant reports.
* Responsible for gathering feedback from the clients in the service and any improvements suggested.
* Support analysis of data to review service delivery.

**Budget**

* Manage the accreditation fund and ensure that process and allocations targets and good practice is adhered to.
* Support the manager to ensure the project is delivered within the budget.
* Provide accurate and timely financial returns for client personalisation, training access pots, expenses, mileage and credit card returns.
* Compliance with Organisational policies and regulatory requirements.
* Provide timely information to the manager to ensure that the project budget is created and effectively managed.

**Partnership engagement and management**

* Ensure the maintenance and development of excellent partnership working relationships with professionals, organisations and other key stakeholders.
* Support the manager to maintain relationships with all relevant external stakeholders and organisations.
* Ensure effective representation at external meetings and events to facilitate improved understanding of homelessness and related issues.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Adult and Child Safeguarding, Professional Boundaries, Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
  + HR P&P
  + Code of Conduct
  + Lone working
* Ensure all service policies and procedures are regularly reviewed and well embedded to the team.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Be an active proponent to all aspects of equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.
* Have a unconditional positive regard for our clients – which reflect our values and supports our clients ability to rehabilitate and change

**General**

* To be ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are present in your work and behaviour at all times, to ensure our clients are at the heart of our organisation and work.
* Contribute to team meetings and organisational priorities, strategic goals and performance targets.
* Support and provide supervision for volunteers.
* Ensure that finance and resources are used effectively and within budget.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Be proactive in keeping up to date with and generating development relating to your work (including policy updates).
* Excellent written and verbal communication.
* Comfortable with change and able to make informed decisions.
* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Provide cover for services as appropriate and requested by Manager.
* Maintain at all times the ethos, values and behaviours of Stonepillow.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

A car with driver’s licence is essential for this role.