Caseworker NOVA Scotland

JOB DESCRIPTION

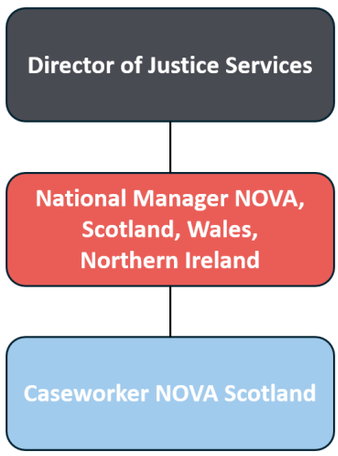
Location: Home-based, primarily covering West-Central Scotland. This is a peripatetic role involving regular travel within the designated area and occasional travel to other locations across Scotland.

Work pattern: 35 hours per week, Monday through Friday, 9 am to 5 pm, with occasional work outside core hours to meet client needs.

Responsible for: n/a

Interaction with: Directors, Managers, and Staff at FEC as well as stakeholders, clients, etc.

Reporting line:



Role (Brief description):

The Caseworker NOVA Scotland provides practical, emotional and trauma-informed support to veterans involved in the criminal justice system, working with partner organisations to achieve lasting, measurable outcomes.

The role also involves building and maintaining relationships with local organisations, developing referral pathways across West Central Scotland and supporting wider stakeholder engagement activities when required.

Principal Responsibilities:

Casework and progression

- Manage a caseload of veterans, building trusting relationships and providing person-centred, non-judgemental support.
- Assess needs using the Justice Star, agree individual support plans and review progress at least every three months.

- Help veterans address barriers relating to wellbeing, housing, finances, relationships and other factors linked to offending. Work closely with internal colleagues and external partners to make appropriate referrals, support engagement and follow up on outcomes.

- Support veterans at different stages of the criminal justice system, including providing early intervention and preventative support to those at risk of coming in contact with the police.

- Identify strengths, aspirations and realistic progression goals, supporting clients to build confidence, skills and readiness for employment, volunteering, education or training.

Local partnerships and referrals

- Build and maintain effective working relationships with Police Scotland, Scottish Prison Service establishments, Justice Social Work and other partners within the designated area.

- Promote NOVA Scotland through local outreach, meetings and briefings, developing and maintaining effective referral routes for veterans.

- Identify gaps or barriers in local referral pathways, share learning with the National Manager and support national stakeholder engagement activities when required.

Quality and teamwork

- Maintain accurate and up-to-date case records on Salesforce, including Justice Star reviews, client progress and outcomes.

- Follow safeguarding, confidentiality, risk management and other organisational policies and procedures.

- Contribute to case reviews, teamwork, service improvement and the preparation of reports or case studies as requested.

Undertake other reasonable duties appropriate to the role as requested by the Line Manager.

PERSONAL SPECIFICATION

Essential Competencies

- Experience of delivering effective casework, mentoring, coaching or practical support for people facing complex challenges.

- Ability to engage with people sensitively and without judgement, including those with convictions, and motivate positive change.

- Commitment to supporting progression towards employment, volunteering, education or training.

- Proven ability to build local professional relationships with internal and external stakeholders, promote services and encourage appropriate referrals.

- Excellent communication, interpersonal and influencing skills, with the ability to engage effectively with people at all levels.
- Good understanding of veterans' needs, including the challenges they may face, safeguarding and the importance of trauma-informed practice.
- Strong organisational and record-keeping skills, with good IT proficiency, including experience using Microsoft Office applications and Outlook.
- Self-motivated, proactive and able to work independently across a wide geographical area, while contributing positively to a diverse team.
- Ability and willingness to travel regularly across West Central Scotland and occasionally to other locations.
- Flexibility to work outside regular working hours when necessary to meet client needs.
- Resilient and adaptable, with the ability to manage the demands of the role in a proactive and responsible manner.

Desirable Competencies

- NVQ Level 4 in Advice and Guidance or a relevant qualification in advice, guidance, social care or criminal justice.
- Experience of working within the Scottish criminal justice system or supporting people with convictions.
- Familiarity with the Justice Star, Salesforce or similar assessment and case management systems.
- Full, valid driving licence and access to a car.

Security Clearance

The successful candidate will be required to undergo an Enhanced Disclosure & Barring Service (EDBS) check as well as a Non-Police Personal Vetting Level 2 (NPPV2).