



*This post is open to **female applicants only** as this is deemed 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 diverse backgrounds, including those with disabilities, BAME and LBT communities.*

## **Job Summary**

The Diversion programme began as a two-year pilot programme launched in July 2019 and funded by MOPAC (Mayor's Office for Policing & Crime). The aim was to drive multi-agency working between the police, Voluntary Community Sector (VCS) service providers and other statutory partners and was part of a wider programme of work to develop a whole system approach to identifying and addressing the needs of women involved in the criminal justice system in London. The Diversion programme integrates a short-term, holistic package of support for women with an out of court disposal, to improve outcomes for the woman and offer officers and the Crown Prosecution Service a robust alternative pathway other than prosecution through the courts.

As the Diversion programme grows, the Senior Keyworker will work closely with the Service Manager on the day-to-day management of the Diversion keyworker/s and delivery of the existing service in London. The Senior Keyworker will hold a caseload whilst being the first point of contact for enquiries from within the team. You will role model and advocate for the Programme aim of diverting women from the traditional criminal justice process, motivating them to engage in positive community activity to allow them to leave safer lives, free of crime through a range of in-reach and community-based options. You will advocate in the custody suite for police to caution women instead of charging them and coordinate appropriate community interventions to enable the woman to meet the objectives set out in their tailored Support Plan.

## **Key Responsibilities and Duties**

### **Casework**

Provide an in-reach service to women in the custody suite, advocating for the police to caution women instead of charging them.

Conduct an initial rapid assessment of women's needs and develop an Individual Support Plan for clients given an out of court disposal, that seeks to address their mental, physical, and sexual health, housing, substance misuse, relationship, education/training/employment, parenting, financial and cultural needs, and provide signposting and referrals in line with this plan.

Use motivational interviewing techniques to engage the woman in actions arising from the Support Plan.

Coordinate 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.

Offer a short-term specialist service with a selected cohort of women, focusing on their needs and addressing priorities of partner agencies in reducing local re-offending.

Meet women as required face-to-face, providing emotional and practical support, aiming to reduce re-offending and encourage desistance for the women.



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.

Consistently review your work, obtaining feedback from clients on exit from the service and using this to inform the development of our services.

Develop and maintain information and resource materials to provide a full range of support.

Develop and maintain professional relationships with all partner agencies including the Metropolitan Police Service, Health, Housing and Local Authority, and work appropriately within MARAC and Safeguarding Adults and Children frameworks to identify and manage risk.

### **Management**

Support the Service Manager to monitor the performance of the Diversion team and ensure that Advance meets the specific KPIs and outcome measures for contracts, taking appropriate action to ensure service delivery to targets and manage poor performance as necessary.

Oversee the day-to-day management of the Diversion Team to ensure the service is run to a high quality, the team remain motivated and workloads are manageable

Conduct fortnightly case reviews across the team.

With support from the Service Manager, recruit, induct, train and develop the Diversion Keyworkers.

Act as a first point of contact for the Diversion team with regards to case matters and best practice. Develop relationships with partners and support with training and awareness raising

Be responsible for your own personal learning/development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

### **General Information**

**Performance and Quality:** Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

**Policies and procedure:** Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

**Equality and diversity:** Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**Confidentiality:** The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

*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*

**PERSON SPECIFICATION:**

E= Essential and D = Desirable

<b>KNOWLEDGE AND QUALIFICATIONS</b>	
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
<b>EXPERIENCE</b>	
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/D
Experience of conducting needs and risk assessments and of risk management; being alert and responsive to behaviour, information or other changes which could indicate a change in risk of serious harm.	E
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
Experience of setting and maintaining professional boundaries with service users whilst delivering an excellent standard of service, including how to respond appropriately to challenging behaviour, de-escalate tension, and enable women to manage strong feelings in a safe manner.	E
Experience of mentoring, training and leading staff.	E/D
Experience designing and delivering training and/or presentations to external agencies.	E/D
<b>TECHNICAL/WORK BASED SKILLS</b>	
Strong crisis management skills and an ability to cope in stressful situations.	E
Ability to manage a varied caseload and experience of prioritising and organising your own workload, with an ability to cope with lone working and being managed remotely.	E
Good interpersonal skills with the ability to listen and communicate effectively.	E

Excellent literary and administrative skills including an understanding of how to use digital systems to complete, maintain and review support plans, record all activity and share information appropriately and engage service users with digital technology.	E
A demonstrable passion and drive to motivate others and enable change, with a track record of engaging “hard to reach” service users. Able to facilitate conversations that emphasise future orientation and self -efficacy.	E
Flexible approach, able to work as part of a team, supporting the service and colleagues as required.	D
Ability to challenge appropriately, develop and monitor agreements and support plans with service users – be creative in service delivery and influence change.	E
Ability to not only maintain own caseload of women, never compromising on quality engagements, but also to role model best practice and lead a small team to deliver inclusive, innovative and professional services.	D
<b>GENERAL SKILLS AND ATTRIBUTES</b>	
Demonstrable multicultural skills and variable approaches to equity, diversity and inclusion	E
Committed to Advance’s charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability.	

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.