



Job Description

Job Title: Programme Lead

Reporting to: Senior Programme Manager

Location: North West

Background

Power2 is a fast growing and energetic children and young people's charity that has supported 30,000 young people since 2011. We are based in the North West of England and work across London and the North West to deliver early-intervention asset-based programmes to children and young people who have mental wellbeing challenges and are disengaged from school and more widely. With our support children and young people who are experiencing vulnerabilities and disadvantages improve their wellbeing, re-engage with school and learning, build networks and access opportunities.

We are delivering a new Women's Diversion Programme across Greater Manchester, supporting women aged 18-25 who are involved with, or at risk of further involvement with, the Criminal Justice System. Through intensive, relationship-based mentoring we help women address barriers, build resilience, improve wellbeing and access the support, opportunities and networks they need to create lasting change.

Working alongside criminal justice, statutory and voluntary sector partners, the programme aims to prevent escalation through the criminal justice system by providing timely, personalised and trauma-responsive support at key moments of risk.

The role

Programme Leads are at the heart of the Women's Diversion Programme.

You will act as a trusted mentor for women aged 18-25 who may have experienced significant trauma, adversity and multiple disadvantage. Through building consistent, supportive relationships, you will help women identify and achieve their goals, reduce risk factors, strengthen protective factors and engage with appropriate services and opportunities.

You will manage a caseload of women across Greater Manchester, delivering intensive one-to-one support in community settings and working closely with criminal justice, statutory and voluntary sector partners. You will play a vital role in supporting women to navigate challenges including housing, mental health, substance misuse, family relationships, education, employment, finances and community integration.

This role requires a highly relational, trauma-responsive practitioner who is able to work independently, manage risk effectively and maintain strong professional boundaries whilst building trusted relationships.

What you'll do

Deliver mentoring and support

- You'll build trusting, professional relationships with women aged 18-25 who are involved with, or at risk of further involvement with, the criminal justice system.
- You'll provide one-to-one mentoring and navigation support tailored to each participant's circumstances, strengths and goals.
- You'll work alongside participants to identify barriers to progress and create achievable action plans.

- You'll support participants to build confidence, resilience, self-belief and positive support networks.
- You'll help participants access and engage with services including housing, education, employment, training, health, mental health, substance misuse and financial support.
- You'll advocate for participants where appropriate to help remove barriers and improve outcomes.
- You'll accompany participants to appointments and meetings when additional support would improve engagement and participation.
- You'll maintain clear professional boundaries while providing consistent, compassionate and trauma-responsive support.

Manage risk, safeguarding and wellbeing

- You'll complete assessments, support plans, risk assessments and safety planning activities in line with Power2 procedures.
- You'll identify safeguarding concerns and take appropriate action in accordance with Power2's safeguarding policies.
- You'll monitor and respond to risks affecting participants, escalating concerns where necessary.
- You'll maintain accurate, timely and confidential records to support effective case management and service delivery.
- You'll use professional judgement to balance support, challenge and risk management.

Work with partners and stakeholders

- You'll develop positive working relationships with criminal justice, statutory and voluntary sector partners.
- You'll work collaboratively with referral partners including police, probation, courts, prisons, custody suites, liaison and diversion services and community organisations.
- You'll contribute to strong referral pathways and ensure participants receive coordinated support.
- You'll communicate effectively with professionals to ensure appropriate information sharing and collaborative working.

Track outcomes and demonstrate impact

- You'll maintain accurate participant records using Power2 systems and processes.
- You'll collect, record and report programme data, outcomes and impact information.
- You'll support participants to complete evaluation activities and outcome measurement tools.
- You'll contribute case studies, success stories and evidence that demonstrate the impact of the programme.
- You'll ensure all information is recorded in accordance with GDPR and Power2 requirements.

Contribute to the success of Power2

- You'll work towards agreed programme outcomes and performance targets.
- You'll actively contribute to team meetings, learning activities and reflective practice sessions.
- You'll identify opportunities to improve participant experience and programme delivery.

- You'll champion Power2's values and commitment to equity, inclusion and trauma-responsive practice.
- You'll undertake other duties reasonably required to support other Power2 programmes or activities, should the need arise.

The above list is not exclusive or exhaustive and you may be required to undertake such other duties as may reasonably be required.

A satisfactory enhanced Disclosure and Barring Service (DBS) check is required.

Person Specification

Required

- Experience of supporting vulnerable adults, young adults or individuals with complex needs.
- Experience of mentoring, key working, case management or navigation support.
- Experience of managing professional relationships with multiple stakeholders and agencies.
- Knowledge of safeguarding adults and contextual safeguarding.
- Ability to undertake risk assessment and support planning.
- Excellent communication and relationship-building skills.
- Ability to manage a varied caseload and prioritise competing demands.
- Strong record-keeping and administrative skills.
- Ability to work independently and use professional judgement.
- Commitment to equality, diversity and inclusion.
- Full UK driving licence and access to a vehicle for work-related travel across Greater Manchester.

Desirable

- Knowledge of probation, prisons, custody suites, courts, police or liaison and diversion services.
- Understanding of trauma-responsive and strengths-based approaches.
- Experience supporting people affected by trauma, abuse, exploitation, homelessness, substance misuse or mental health challenges.
- Relevant lived experience that informs professional practice.
- Experience using Salesforce or other case management systems.
- Enhanced DBS clearance.

Who you are

We're looking for someone who is:

- **Relationship-centred**, with the ability to build trust and rapport with women who may have experienced trauma, adversity and challenging experiences with services.
- **Compassionate and non-judgemental**, able to support individuals with empathy while maintaining professional boundaries.
- **Resilient and emotionally intelligent**, with the ability to remain calm, reflective and effective when working in complex or challenging situations.
- **Trauma-responsive in their approach**, recognising the impact of past experiences and adapting support in a way that promotes safety, choice and empowerment.
- **Strengths-focused**, able to recognise potential, celebrate progress and support participants to identify and achieve their goals.
- **Confident working independently**, whilst also contributing positively to a collaborative team environment.

- **Adaptable and proactive**, comfortable responding to changing circumstances and finding creative solutions to overcome barriers.
- **Highly organised**, able to manage competing priorities, maintain accurate records and meet deadlines.
- **A skilled communicator**, able to build positive relationships with participants, colleagues and external partners.
- **Professionally curious**, committed to continuous learning, reflective practice and personal development.
- **Committed to equity, diversity and inclusion**, with the ability to work effectively with people from a wide range of backgrounds and experiences.
- **Values-driven**, with a genuine belief in people's ability to make positive change and a commitment to supporting them to achieve it.

Power2 reserves the right to amend the job description in line with changing organisational needs.