

Job Title: Senior Keyworker – Minerva Services  
Service/Division: Criminal Justice Services  
Reporting to: Service Manager  
Direct reports: Frontline staff  
Location: Kent

*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**

Advance's Minerva service works with women involved in the Criminal Justice System offering safe, targeted support and advocacy to women to help them address their complex needs in relation to the 9 pathways to offending, such as substance misuse and financial difficulties, aiming to reduce re-offending, encourage desistance amongst repeat offenders, and empower women to live safe, crime free lives.

Working as a Senior Keyworker you will be responsible for supervising a small group of keyworkers, planned and ad-hoc supervision is an integral part of the Senior role, and you will be supporting keyworkers with monthly supervision and have oversight of safeguarding for the women they work with. You will be supporting the quality control for the region which will include dip-checks and data input.

You will be responsible for holding a small case load for which you will organise sessions in line with the referral needs identified. You will be an experienced Keyworker who understands a trauma-informed holistic service.

You will support the Service Manager in delivering key information to keyworkers, in staff meetings and in day-to-day interactions and be part of a busy team of keyworkers.

### **Key responsibilities and duties**

#### **Casework**

- Provide an in-reach prison service to women via video call/telephone and face to face prior to leaving custody to assist in preparing them for release and meeting them at the gate upon release.
- Provide outreach support and advocacy to women in the Community with varying multiple complex needs and across each complexity level.
- Conduct an initial holistic assessment of women's needs.
- Develop and regularly review individual support plans across all 9 pathways of need.
- Regularly meet with women to provide dedicated emotional and practical support, adopting a trauma informed, non-judgemental approach to empower women towards an independent, safe, crime free life in line with Advance's vision and mission.

- Attend the different probation offices in the region you cover, integrate with National Probation Service staff and introduce the Minerva services to the client, encouraging referrals to the service and establishing positive relationships.
- Develop strong professional relationships and networks with local support services and advocate for the woman with external agencies, including at Housing, Social Services, MARAC and IOM panels.
- Contribute to developing and updating the local Services Directory with details of local organisations, key contacts and details of services on offer, including eligibility criteria.
- Ensure that Advance meets contractual obligations, including the prompt upload of records onto the Ministry of Justice portal alongside swift and accurate record keeping via Advance's case management software (MODUS)
- Consistently review your work, obtaining feedback from clients on exit from the service and using this to inform the development of our services.
- 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.

## Management

- Support the Service Manager to monitor the performance of the Minerva 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.
- Assist with the day-to-day management of the Minerva Team to ensure the service is run to a high quality, the team remain motivated and workloads are manageable
- Conduct reviews with staff and Dip-checks for the team.
- With support from the Service Manager, recruit, induct, train and develop the Keyworkers.
- Act as a first point of contact for the team with regards to case matters and best practice.
- Develop and maintain relationships with key partners and support with delivering 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: Community Keyworker - Minerva E = Essential D = Desirable**

<b>KNOWLEDGE AND QUALIFICATIONS</b>		
1.	Knowledge of issues facing women offenders and those at risk of offending; both in and out of the Criminal Justice System.	E
2.	An understanding of violence against women and girls and its links to women in the criminal justice system	D
<b>EXPERIENCE</b>		
3.	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
4.	Experience of mentoring, training and leading staff.	E/D
5.	Awareness of risk and risk management; being alert and responsive to behaviour, information or other changes which could indicate a change in risk of serious harm.	E
5.	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.	D
7.	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
<b>TECHNICAL/WORK BASED SKILLS</b>		
8.	Crisis management skills and an ability to cope in stressful situations	E
9.	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

10.	Good interpersonal skills with the ability to listen and communicate effectively.	E
11.	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
12.	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
13.	Ability to network, advocate, influence, problem solve, overcome barriers and apply solution focused approaches	E
14.	Flexible approach, able to work as part of a team, supporting the service and colleagues as required.	D
15.	Ability to challenge appropriately, develop and monitor agreements and support plans with service users – be creative in service delivery and influence change.	E
16.	Committed to Advance’s charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	E

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.