**The Forward Trust Job Description**

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| **Position Title** | **Reconnect EoE Referral**  **Co-ordinator** | **Reports to** | **Data Manager** |
| **Locations: Remote working** | | | |

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| **Introducing Forward Trust** |

We are The Forward Trust (formerly RAPt and Blue Sky), a social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community. In 2020 Forward Trust introduced an exciting addition to the services provided to include IAPT mental health services, as recognition of dual diagnosis in our client group and to support those with low level mental health issues and access support to achieve change. Following this in 2021, Forward Trust have been given an opportunity to deliver **NHS RECONNECT** services across the East of England.

**What is RECONNECT?**

RECONNECT aims to address the health inequalities experienced by those released from prison. The service starts working with people before they leave prison, where they will have access to a RECONNECT worker, who helps them to make the transition to community-based services that will provide the health and care support that they need. The RECONNECT service was first announced in the [NHS Long Term Plan](https://www.longtermplan.nhs.uk/publication/nhs-long-term-plan/#:~:text=The%20NHS%20Long%20Term%20Plan%20was%20developed%20in,staff,%20patients%20and%20their%20families%20and%20other%20experts.) (LTP) and is the biggest new investment in Health and Justice services for the past six years. The RECONNECT ambition is to support more people leaving prison to make the transition to community based services, ensuring that they continue to receive the care and support they need.

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| **Role/Team Overview** |

RECONNECT enables service users to access and sustain supportive interventions upon release from prison, whether that be physical or mental health in addition to general well-being support. The service will offer mentor link in, sign-posting, GP referrals, aftercare support and a connection to the wider Forward community. Following a referral 12-weeks prior to release, the service is to identify the service User’s needs via a robust assessment and then working in partnership with many agencies a bespoke care plan is created with the client at the centre.

Some of the Key responsibilities of the role are as follows:

* Receive, process, and triage referrals from prison healthcare teams, probation, and other partners.
* Manage and answer Single Point of Contact
* Liaise with internal and external staff to ensure referrals are appropriately prioritised and actioned.
* Communicate with service users in a trauma-informed, non-judgemental manner.

**Partnership Working:**

* Work collaboratively with prison healthcare, probation services, community providers, and voluntary sector partners.

**Data Management & Reporting:**

* Maintain up-to-date, accurate records using secure databases.
* Contribute to service monitoring, audits, evaluation and feedback within the service.
* Implement a clear referral pathway including Offender Management in Custody, Family / Self and Prison Healthcare
* Working closely with your colleagues you will discuss and share best practice and fully engage with risk assessment processes to deliver a high quality service safely.
* Supporting the training of RECONNECT EoE workers and trainees.

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| **Accountabilities** |

Forward Trust’s core purpose is to break the cycle of crime and you play a key part in bringing it to life.

As a referrals co-ordinator, you will contribute to the targets set by Forward and the local commissioners, training and guidance to practitioners and supporting the keyworkers to make this service a success. You will also carry out regular referral reviews and other mechanisms to ensure compliance with quality standards.

**Strategy**

* Take an active role in identifying, implementation and achievement of the project objectives.
* Build strong relationships with, and makes full use of the support offered by Line Management, Head Office functions and the employee wellbeing package.
* Demonstrate effective communication, develop good working relationships & encourage feedback within the team.

**Service Delivery**

* To ensure that the health needs of individuals who are leaving prison are met.
* To support a safe transition from prison to community healthcare and support services in England as well as providing ongoing support so that engagement is maintained.
* To receive and review referrals for the RECONNECT EoE service, identifying those who require a referral to a community health service or other service and ensure they are supported in their engagement.
* To facilitate engagement and liaise with community healthcare and/or other services and enable delivery of a coordinated response.
* To develop detailed knowledge of community healthcare and other services and to develop relationships so that users of the RECONNECT service are able to access comprehensive and co-ordinated care.

**Performance Management**

* Support and monitor the team to manage their caseload effectively, making sure that clients are prioritised appropriately.
* Meet required KPI’s and targets to corresponding deadlines.
* Encourage a positive working environment through role modelling and sharing good practice within the team.

**Quality and Safety**

* The RECONNECT EoE Team will identify any safeguarding concerns and make the appropriate referrals.
* Ensure continuous improvement of the project by sharing best practice.
* Alert the service manager to any significant risks or problems arising in the course of managing and monitoring the service.

**Administration**

* Ensure all case management/intervention documentation is maintained to the expected audit standards.
* Ensure data capture forms are submitted in a timely manner in order to reflect outcomes.
* Support data administrator where needed in maintaining action plans and assessments to the required standards.

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| **Role Criteria** |

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Knowledge, Skills and Experience** | | |
| Experience of working within mental health, emotional wellbeing or substance misuse services | D | A/I |
| The use of strong IT skills to support project management | E | A/I/ |
| Flexibility to meet the needs of the service as it develops | E | A/I |
| Ability to represent The Forward Trust in a positive and professional manner | E | A/I |
| Ability to communicate effectively with a wide range of stakeholders and in a variety of formats | E | A/I |
| Experience of working within the criminal justice sector | D | A/I |
| Experience of working effectively with partner agencies to promote successful outcomes for service users | D | A/I |
| Experience of databases, recording and collating of information, including data, for audit, research and reporting purposes | E | A/I |
| Good organisational and planning skills | E | A/I |
| Flexibility to meet the needs of the service as it develops | E | A/I |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high level use of initiative | E | I |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | E | I |
| **Adaptability** – Can work in fast-paced changing environments | E | I |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely | E | I |
| **Team Work** – Works in harmony with colleagues to deliver results | E | A/I |
| **Open to Feedback** - Open to constructive feedback in order to further develop | E | I |
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| **Qualification** |  |  |
| A qualification in business administration role or similar | D | A |
| Experience in Microsoft packages | E | A |

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| **Forward’s Mission and Values** |

**Our vision**:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

**Our mission**:

Is to bring lasting change to people’s lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

**Our values**: We deliver all our services with compassion and without condemnation. We are a safe place to start a changed life and we will be there for people for however long it takes, because change and recovery happens one day at a time.

**Empowering:** We pride ourselves on treating others with care, respect and dignity, whether they are our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.   
 **Collaborative:** We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.   
  
**Expert:** We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.   
  
**Courageous:** We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it’s needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.   
  
**Innovative:** We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

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| **Competencies** |

**Self-Awareness/Management:** Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

**Relationship Building:** Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

**Effective Communication:** Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

**Honesty and Integrity:** Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honouring confidentiality and always acting in a manner consistent with the values of Forward.

**Open to Change:** Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

**Positive Attitude:** Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

**Commitment and Accountability:** Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

**Creativity and Innovation:** Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for Forward.