**The Forward Trust Job Description**

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| **Position Title** | **Essex RECONNECT Trainee** | **Reports to** | **Essex RECONNECT Team Leader** |
| **Locations: HMP Chelmsford inc. some remote working** |
| **Salary: £22,383 plus 12-18 month Level 2 training as stated below** |

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| **Introducing Forward Trust** |

We are The Forward Trust (formerly RAPt and Blue Sky), the 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 2021, Forward Trust were given the opportunity to deliver **NHS RECONNECT** services across the Norfolk & Suffolk prison estate which then extended to cover Essex in April 2023 and further still across the whole of the East of England as of April 2025.

**What is RECONNECT?**

RECONNECT is a care after custody service that seeks to improve the continuity of care of people leaving prison or an immigration removal centre (IRC) with an identified health need and subsequently aims to address the health inequalities experienced by those individuals. 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** |

The successful candidate for the trainee position will enrol onto a 12-18 month Level 2 apprenticeship in a relevant qualification of your choosing, to be completed alongside your role within the RECONNECT Team.

You will gain first-hand experience and training around the RECONNECT Service and will support your colleagues providing a comprehensive, inclusive and bespoke RECONNECT service, including advice and guidance to Forward Trust clients across **HMP Chelmsford and for those being released into Essex**.

RECONNECT enables service users to access and sustain supportive interventions upon release from prison, whether that be around substance use needs, physical health or mental health services 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 via a robust assessment with a bespoke care plan then created with the client at the centre.

**Some of the Key duties of the role are as follows:**

* Process referrals and provide updates to referrer on assessment outcome.
* Learn to conduct in-depth needs assessment for all suitable referrals.
* Maintain contact and support to Service Users for up-to 6 months post-release with health and wellbeing needs as identified during assessment.
* Ensure that a holistic service is delivered safely to our clients in line with individual and team targets.
* 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.
* To make referrals to Forward Trust Meet and Greet service and support with Meet at the Gate referrals as required.
* Ensuring that service users are fully connected with local services in preparation for release into the community.
* To demonstrate high level admin skills, including keeping clear and concise case notes as well as completing detailed assessments, care plans and risk assessments.
* To support Team Leader with the recruitment and training of prison peer supporters as applicable.

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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. In practice, this means supporting your colleagues to deliver interventions to the standards required and to the needs of each client.

As a RECONNECT Trainee you will be client facing assessing and responding directly to the needs of the service user, whilst communicating with internal and external agencies to ensure an excellent quality service. You will actively seek Service User feedback both during and after their engagement to identify good practice and ways for the service to improve.

**Quality and Safety**

* You will complete mandatory Safeguarding training, and follow the local safeguarding policies to raise any safeguarding concerns.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area

**Administration**

* Work towards completing assessments and reviewing care plans to the required standards.
* Ensure all Service User contact is documented and maintained to the expected audit standards.
* Become competent at utilising both Nebula and SystemOne to keep accurate case notes.
* Ensure data capture forms are submitted in a timely manner in order to reflect outcomes.

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| **Role Criteria**  |

**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 supporting vulnerable adults (this may come from volunteering, student work placements or previous employment) | Essential |  |
| Aptitude for working with vulnerable clients  | Essential |  |
| Ability to receive feedback  | Essential |  |
| Commitment to own learning and personal development | Essential |  |
| Ability and willingness to learn | Essential |  |
| Ability to work as part of a team | Essential |  |
| An ability to set and maintain professional boundaries. | Essential |  |
| Strong IT skills and Admin Skills to support project and caseload management | Desirable |  |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high-level use of initiative | Essential |  |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | Essential |  |
| **Adaptability** – Can work in fast-paced changing environments  | Essential |  |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely | Essential |  |
| **Team Work** – Works in harmony with colleagues to deliver results  | Essential |  |
| **Open to Feedback** - Open to constructive feedback in order to further develop | Essential |  |
| **Innovative –**Continually searching for better ways of working | Essential |  |

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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**:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

**Empowering:** We pride ourselves on treating others with care, respect and dignity, whether 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.