

## Forward Trust Job Description

<b>Position Title</b>	<b>Peer Co-Ordinator</b>	<b>Reports to</b>	<b>Team Leader</b>
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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 30 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.

Forward Trust now delivers services within the **Commissioned Rehabilitative Services (CRS)** as part of the Ministry of Justice's new probation system, procured by Regional Probation Directors to provide flexible, responsive services to help break the cycle of reoffending.

### Role and Team Overview:

Our aim is to reduce re-offending through a comprehensive, holistic and person centred package of support. Our service is tailored to meet individual needs by delivering a range of programmes within the categories of Family and Significant others, Lifestyle and associates, Emotional Well Being and Social Inclusion.

This role is primarily responsible for the development and management of the Peer Mentor service and social inclusion category, whilst actively promoting this service across the county. You will be required to recruit, train and supervise the peer mentors.

You will be working within a team of practitioners and subcontractors, delivering Personal Well Being Services to support adult male prison leavers (pre/post release) and those on community orders.

You will be required to manage a diverse case load with a range of complexities and risk levels . You will be responsible for completing comprehensive assessments, creating a collaborative action plan, maintaining accurate record keeping throughout.

You will be responsible for adhering to the targets set by Forward and the local commissioners. Co-operative working relationships with other partner agencies and probation staff are vital to this role.

This role will be remote based with the requirement to travel throughout the county meeting service users in custody and upon release from prison; also co-location with probation services across a range of mandated locations. There is an element of working from home.



On occasions some flexibility will be required in this role which may include working evening hours with prior notice. You may also be required to attend our head office for training.

## Principal Accountabilities:

### Service Delivery

- Carry out risk, initial/comprehensive assessments to inform action planning.
- Deliver both 1:1 sessions and group work/programme facilitation as identified on action plan
- You are required to deliver face to face interventions across your region (virtual delivery may at times be required).
- Train service users to become Peer mentors and to provide the support and supervision and guidance they require
- To work in partnership with all staff to identify and manage risk in relation to peer mentors, including incident management
- To work in partnership with all staff responsible for the clients receiving support and intervention
- To develop relationship with clients receiving support, aimed at achieving the goals defined in their individual action plan
- Work with the team within the appropriate regulatory framework to meet the needs of the Service
- Build and maintain knowledge of integrated services and make links with relevant prison departments/community to promote the services' objectives
- Ensuring the co-ordination and maintenance of relationships with clients and peer mentors, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately and flagged to senior colleagues

### Performance Management

- You will identify and pursue further opportunities to champion services to recruit, train and support Peer mentors from within the service user population
- You will coordinate the provision of support and meet the needs of clients for the Services and monitoring outcomes and performance through regular and effective supervision with line management
- You will champion the utilisation of the services to ensure effective uptake and effective deployment of resources within the service
- You will work with senior colleagues to facilitate the delivery of peer mentor services
- You will build and maintain excellent internal relationships across the Services to achieve outputs in line with the service provided for clients
- You will support and co-ordinate to ensure that the necessary logistics for the peers are being delivered administratively

- You will work with colleagues in the prison and community to support events, promote awareness and coordinate the activities of the team
- To ensure the development and delivery of peer mentor services that promote emotional resilience and mental wellbeing using person centred practices in line with the service needs
- To maintain accurate administration of peer mentor services delivery and outcomes to meet client needs and relevant legislation

## Departmental Management

- Build and maintain effective relationships, communication and liaison with all stakeholders; including sign posting to relevant agencies
- Meet targets and deadlines in accordance with Personal Well Being contractual standards.
- Contribute to the overall smooth running of the Personal Well Being service by being proactive and solution focused.
- Attendance and contribution at all key relevant meetings as required

## Quality and Safety

- To ensure quality standards are maintained and adherence to the targets set by Forward and the local commissioners
- Raise/report safeguarding concerns in a timely manner to statutory agencies; including alerting Probation and all designated safeguarding leads to any risks identified.
- Follow all policies ensuring effective and immediate record keeping where applicable
- Actively input into multi-disciplinary reviews for service users where required
- Maintain all service user records in an accurate, clear, professional and legible fashion
- Ensure any interaction pertaining to service user is documented on all records
- Alert the Team Leader/manager immediately to any significant risks or problems arising or observed within the Personal Wellbeing service
- Effectively manage information, particularly confidential information, within statutory duties and information governance policies.
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
- Ensure all incidences/near misses are reported via Ulysses' system in accordance with policy
- Ensure adherence to lone working policy and local processes

## Administration

- Ensure case management/peer mentor documentation is maintained to the expected audit standards.
- Ensure data capture systems are fully accurate and completed on day of activity
- Complete and maintain SMART action plans and assessments to the required standards.
- Complete session and end of service reports as per required framework
- Complete signposting/referral forms as required

## Systems and Policy

- Use IT efficiently to support your role.
- Ensure you have agreed working protocols set between multi-disciplinary agencies and share information appropriately.
- Make full use of the information systems available to you such as Intranet, email.
- Save all relevant work on share-point
- Report any issues relating to IT as per process
- Maintain any Cascade System requirements you are responsible for on the HR personnel system
- Ensure during induction period you familiarise yourself with all Forward Trust policies
- Keep up to date with relevant legislation changes, best practice and read all communication received

## Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by Line Management
- To actively identify any training requirements, continued professional development and support needs and inform line manager
- To independently travel around whole region as required

## Required Skills and Competencies



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

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

Knowledge, Skills and Experience		
Knowledge of the issues facing service users in the criminal justice sector.	E	A/I
Previous experience of providing a peer support service to this or a similar client group	E	A
Demonstrable experience of managing high caseloads, carrying out risk/ comprehensive assessments, SMART action plans and effective case records	E	A/I/T
Experience of delivering both 1:1 and group-work interventions using motivational techniques	E	A/I
Knowledge of the criminal justice sector	E	A/I
The ability to set and stick to professional boundaries	E	A/I
Ability to work effectively with key partners in order to successfully deliver projects	E	A/I
Demonstrate the ability to organise workload , ensuring effective time management and prioritisation to meet targets	E	A/I
Understanding of, and commitment to, the principles of equal opportunity and GDPR requirements including client confidentiality	E	A/I
Experience of strong communication skills with people from a range of backgrounds in a sensitive, supportive and professional manner	E	A/I
Personal experience of addiction/imprisonment (Addicts in recovery should have at least 3 years clean time. Ex-prisoners, should have been released at least 5 years ago).	D	A
Experience of providing training and support for peer support services to prisoners, or those with drug or alcohol problems	D	A/I

Personal Attributes		
<b>Proactivity</b> – Quick thinking with a high level use of initiative	E	I
<b>Resilience</b> – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	I
<b>Adaptability</b> – Can work in fast-paced changing environments	E	I
<b>Confidence</b> – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	I
<b>Team Work</b> – Works in harmony with colleagues to deliver results	E	A/I
<b>Open to Feedback</b> - Open to constructive feedback in order to further develop	E	I
Qualification		
A relevant qualification in criminal justice/social care or relevant experience in a comparable role	E	A/I
Any qualification in advice & guidance, counselling or PTLLS	D	A

**Forward Trust Vision, Mission, and Values:**



## Vision

Our vision is that anyone, however marginalised and whatever their history and circumstances, can find the help they need to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

## Mission

Our mission is to bring lasting change to people's lives 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:

### Transformational Change

We believe in an individual's ability to make transformational changes to their lives, whatever their past; and that inspirational role models and clear pathways to recovery and rehabilitation are vital ingredients for enabling this change.

### Responsibility

We believe that individuals should take responsibility for the impact their behaviour has on others, showing personal strength and insight to confront problems with honesty, openness and a willingness to change.

### Influence and Insight

We believe that one person's transformation has a deep impact on the people around them, spreading positive influences to family and community, and that what we teach our clients about believing and investing in change with openness and positivity must also be applied to ourselves.

### Evidence

We have an unflinching commitment to researching and understanding the evidence of our impact, and making changes to what we do in the light of this evidence.

### Our Clients

We believe that all our expertise, commitment and resources should be focused on improving the lives of our clients. We should take every opportunity to allow them to plan their own journey, and to listen to their perspectives on the services they receive.

