**The Forward Trust Job Description**

**~ RECONNECT Team Leader ~**

**Reports to: RECONNECT Service Manager**

**Working Location(s): Hybrid working including HMP Norwich, HMP Wayland and HMP Bure**

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| **Introduction to Forward Trust** |

We are The Forward Trust (formerly RAPt and Blue Sky), and for more than 25 years we have been working with people involved with crime and addiction to build positive and productive lives. Forward Trust now have over 70 projects with over 20,000 clients supported per year by staff and volunteers. We are proud that around 30% of our workforce have lived experience themselves and many of them have worked with us in the past. We believe that ANYONE is capable of change; do you?

In 2021, Forward Trust were given an opportunity to deliver NHS RECONNECT services across the Norfolk & Suffolk, soon after this also included Essex, and then in 2025 we were awarded the East of England contract to continue our great work further across the region.

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| **RECONNECT** |

RECONNECT aims to address the health inequalities experienced by those released from prison. The service starts working with people before they leave prison and continues with this work post release when in the community. Our clients 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. 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.

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| **Overview of the Role** |

You will be responsible for providing a comprehensive, inclusive and bespoke RECONNECT service, including advice and guidance to Forward Trust clients across HMP Norwich, HMP Bure, HMP Wayland and community services in the local area. There may be occasions where you could be asked to assist with other establishments and regions, either remotely or in person.

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 needs. The service will offer signposting, GP referrals, accompanying to appointments, meet and greet at the gate, aftercare support and a connection to the wider Forward community. Following a referral 12-weeks prior to release, the service is to identify our clients needs via a robust assessment and then working in partnership with many agencies to create a bespoke client centred care plan.

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

* Implement a comprehensive, robust strategy in line with the RECONNECT contract.
* Build and maintain excellent partnerships with external agencies and key stakeholders.
* Recruit and develop a network of lived experience volunteers and peer support workers.
* Manage a team of workers in your area(s) including line management responsibilities such as supervision, quarterly line management reviews and team meetings.
* Implement and maintain clear referral pathways for our stakeholders including custodial partners, family members, and self-referrals.
* Lead your team by example in line with Forward Trust values and mission statement.
* Deliver a high quality and safe service by working closely with your Forward Trust peers and external stakeholders to share best practise, create robust risk assessments and safeguarding of clients.
* Ensure your teams are fully connected with local services in preparation for release of our clients into the community.
* Support the recruitment, training and retention of Forward Trust staff and volunteers.
* Collect and compile data for monthly submission, report on commissioner key performance indicators (KPIs) in line with the contract and any other information requests from your line manager.
* Support your line manager and be prepared to assist them in any duties they deem appropriate.

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| **Accountabilities** |

As a Team Leader, you will be responsible for contributing to the targets set by Forward and the local commissioners, providing supervision, training and guidance to your team and supporting the partnership manager to make this service a success. You will carry out audits and reviews to the service is in line with Forwards compliance with quality standards.

**Strategy**

* Take an active role in identifying, implementing and achieving the project objectives.
* Develop supportive relationships with supervisees and other colleagues in key stakeholder services.
* Build strong relationships with, and make full use of the support offered by, Line Management and Head Office functions and the employee wellbeing package.
* Lead on effective communication within the team and embed an open feedback culture.
* Develop positive working relationships with key stakeholders in partnership with the Partnership Manager.
* Actively develop further interventions and referral pathways that meet individual service user needs.

**Service Delivery**

* Increase access to and uptake up of healthcare and relevant services for people leaving custody and ensure the health needs of these individuals are met.
* Reduce health inequalities for prison populations.
* Ensure a safe transition from custody to community healthcare services, and to provide ongoing support so that engagement is maintained.
* Receive and review referrals for the RECONNECT service, identifying those who require a referral to a community health service or other service and ensure they are supported in their engagement.
* Facilitate engagement and liaise with community healthcare and/or other services and enable delivery of a coordinated response.
* To provide advocacy and practical support and for clients who struggle to engage and/or communicate.
* Develop detailed local knowledge and positive relationships with community healthcare and other services so that RECONNECT clients are able to access comprehensive client-centred care.

**Performance Management**

* Provide regular management support to your team, in line with their individual development needs.
* Facilitate observed practice sessions and provide constructive feedback to enhance your team’s practice.
* 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.
* Oversee and ensure effective management of the project.
* Encourage a positive working culture through role modelling and sharing good practice within the team

**Quality and Safety**

* Guide your team to identify any safeguarding concerns and make the appropriate referrals.
* Engage with regular programmes audits ensuring that any issues are escalated and addressed in a timely manner.
* Ensure continuous improvement of the project by sharing best practice.
* Alert your line manager of any significant risks or problems arising in the course of managing and monitoring the project.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area in line with Forward Trust policy.

**Administration**

* Ensure all case management/intervention documentation is maintained to the expected audit standards
* Ensure client feedback, action plans, examples of client work and experiences along with KPIs will be reported in monthly and quarterly reports for the commissioner.
* Data and interventions will be recorded on Forward Trust and HMPPS IT systems including Nebular, SystmOne and CNomis.
* Ensure data capture forms are submitted in a timely manner to reflect outcomes.
* Complete and maintain care plans and assessments to the required standards, and ensure your team also maintains this to a high standard.
* Provide reports on outcomes to key parties at the request of your line manager.

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| **Role Criteria** |

**Please use the list below to tell us more about you, and why we want to hire you for the role.**

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| The use of strong IT skills to support project management | Essential |
| Flexibility to meet the needs of the service as it develops within required timeframes | Essential |
| Ability to represent The Forward Trust in a positive and professional manner | Essential |
| Ability to communicate effectively with a wide range of stakeholders and in a variety of formats | Essential |
| Experience of line management, delivering supervision and leading a successful team | Desirable |
| Experience of facilitating groups | Desirable |
| Use of motivational interviewing techniques in both 1:1 and group settings | Desirable |
| Experience of working within the criminal justice sector | Desirable |
| Utilising clinical supervision | Desirable |
| Experience of working effectively with partner agencies to promote successful outcomes for service users | Desirable |
| Experience of databases, including overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes | Desirable |
| Good organisational and planning skills | 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 |
| **Teamwork** – Works in harmony with colleagues to deliver results | Essential |
| **Open to Feedback** - Open to constructive feedback in order to further develop | Essential |
| **Qualification** |  |
| A Diploma in Health & Social Care or equivalent | Desirable |
| Relevant qualification to the field of mental health or substance misuse | Desirable |

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| **Forward’s Vision & Mission and Values** |

**Our vision**: 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**: 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.

**Forward’s Values**

Our values are at the heart of who we are, what we do and how we do it. They underpin all of our work. It is important that your values align with ours.

**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 trust and courage to be the best they can be.   
 **Collaborative:** We seek 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 have been 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.