

Job Description

Post:	Women's Wellbeing Coach (Female adults)
Responsible to:	Women's Services Contract Manager
Responsible for:	Delivering person centred and trauma informed women's support
Hours:	Part-time – 18-24hrs per week
Salary:	£11.55 per hour, payable monthly
Location:	Northamptonshire
Holiday:	28 days pro rata + bank and statutory holidays

SUMMARY

You will be part of a multi-agency team providing person-centred support focusing on addressing a range of issues faced by service users referred by The Probation Service. Interventions will focus on addressing the following:

- *Families and significant others*
- *Lifestyles and Associates*
- *Social Inclusion*
- *Emotional Wellbeing*
- *Accommodation*
- *Finance, Benefit and Debt*
- *Dependency and Recovery*
- *Employment Training and Education*

Key Deliverables

- Provide person-centred support to a caseload of service users who will be female adults aged 18 years and above, serving community sentences or being released from prison.
- Complete Trauma Informed assessments and develop in collaboration with service user Action Plans which will result in timely and prescribed outcomes being achieved.
- Deliver a range of interventions to service users which contribute towards achievement of prescribed outcomes including group work sessions where required.
- Work towards contractual targets and outcomes within agreed timescales and in line with specified quality standards.

- Proactively adopt a learning approach to the role, improving skills and knowledge to continue providing a high-quality service for service users.



Person Specification

Experience

- Proven ability and experience as a caseworker delivering gender specific and trauma responsive interventions which support resettlement and rehabilitation of female adults in the criminal justice system in the community.
- Experience of engaging successfully with challenging people, for example people who have complex needs, people who are reluctant to discuss their needs, and people who are angry and confused.
- Experience in delivery of 1:1 and group coaching solutions, including preparation and delivery of skills and learning.
- Experience in working with partner agencies either as part of a multi-agency team working towards common objectives or negotiating to establish links to further the aims of a project.

Qualifications

- To have a relevant qualification to a good standard or be working towards one (including any recognised qualification of 'A' Level standard or above in any aspect of social care, advice work, youth work etc.)

Knowledge

- Knowledge and understanding of the requirements of managing a caseload including maintaining and updating records, remaining focused on action plan goals, and keeping to deadlines.
- An understanding and knowledge of the barriers faced by people with complex and multiple needs, protected characteristics, and disabilities as well as relevant specialist support services.
- Knowledge of and commitment to safeguarding practices and policies, and ability to promote safeguarding among vulnerable clients and colleagues.

Skills & Abilities

- Ability to assess clients' needs and provide tailored, person-led support through action planning and interventions involving advice, guidance, advocacy, and coaching.
- An ability to work sensitively with clients applying trauma informed strategies, actively listening and able to use a range of communication methods when providing information and support.
- Ability to find innovative ways to work with service users to identify and find informed solutions to the challenges faced by them.
- Excellent verbal and written communication skills to ensure effective reporting and customer service.
- Strong IT skills including proven experience of using Word, Excel, and Outlook in a similar work environment. This includes the ability to use online video



- communication platforms (e.g. Microsoft Teams, Zoom).
- Effective interpersonal and relationship building skills including ability to develop strong professional working relationships.
 - Ability to calculate risk and implement safety procedures when engaging with service users in their home or public places.
 - Ability to be a flexible and co-operative member of a team.
 - Ability to work resiliently under pressure, meet deadlines, work on own initiative and part of a team.
 - Full UK Driving Licence with access to a vehicle for work or the ability and willingness to travel within the area.

Attitude

- Pro-active and able to work under their own initiative.
- Commitment to consultative & collaborative ways of working.
- Commitment to and understanding of safeguarding and professional boundaries.
- Personal and professional integrity.
- Emotionally resilient.
- Awareness of and commitment to equal opportunity and diversity practices and policies, and ability to promote diversity and treat colleagues and clients fairly and with respect.

What we will do to support you in this role

We will provide the following resources to assist in the successful achievement of the responsibilities outlined above:

- Ongoing and targeted learning and development that will support and enable you to deliver the role to a high standard.
- A full induction.
- Continuous support and supervision including reflective practice to develop your learning and skills as a practitioner.
- Support, development, and improvement in presenting and communication skills & techniques. Understanding of different communication styles for different audiences.

Conditions of employment

Appointment and continuing employment will be subject to the granting and maintaining of a satisfactory enhanced DBS and two suitable references. Staff are required to ensure immediate notification to their line manager of any personal involvement in the criminal justice services.

Prison Vetting will also be required for this post prior to the commencement of employment.