

Assessments Coordinator

Team:	Peer Support
Location:	Greater Manchester
Working Hours:	37.5 per week
Contract Type:	Fixed Term until 31 st March 2026 (with potential to extend)
Reporting to:	Administration Manager

INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

We believe everyone deserves to feel valued, to be happy, to belong.

JOB SUMMARY

As an Assessments Coordinator, you will be responsible for the coordination of new referrals and carrying out assessments with individuals being supervised by the National Probation Service. You will work collaboratively with the Administration Manager, Assistant Manager and Team Leader to ensure referrals and assessments are completed in line with contractual requirements and appropriate support can be arranged for individuals in line with their goals. You will act as an ambassador for CLI locally and will develop your relationships with external stakeholders such as partner agencies.

The role will involve using your initiative, dynamically assessing risks and effectively matching support workers with mentees. You will be required to follow instructions from the Administration Manager and Assistant Manager to ensure your performance is in line with KPIs and contract requirements whilst ensuring you operate in line with CLI's strategic plan, mission and values. It is essential that you have excellent communication and interpersonal skills, with the ability to organise your workload whilst working as part of a team.

KEY DUTIES & RESPONSIBILITIES

- To be responsible for the effective processing and completion of referrals, service user assessments and reviews.
- To use initiative to decide whether service user assessments need to take place face to face or via telephone call.
- To ensure you are continuously assessing risks whilst completing assessments.
- To create action plans for service users in line with their assessment.
- The completion of any next step/quick wins following completion of an assessment.
- To ensure effective matching of Engagement & Support Workers and mentees, providing high quality mentoring relationships.
- To ensure that a person-centered approach is offered at all times.
- To ensure confidentiality of information is maintained and in line with Company policies and procedures.
- To provide quality insight into the mentoring relationships within the service.
- To ensure the completion of assessment forms and other reporting is accurate and of a high standard.
- To maintain highly effective administrative and reporting processes to support the accurate collation of performance data.
- To collate and provide the necessary information required for project reports.
- To work in collaboration with probation officers and maintain excellent working relationships with a range of professionals from partner agencies ensuring clear referral pathways and effective communication is always in place.
- To ensure that the project promotes and reflects equality of opportunity and diversity at all levels.
- To represent CLI at local events and partnership meetings.
- To be able to work flexibly whilst using own initiative to meet the needs of the business.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Comply with Health and Safety policies and procedures.
- Ensure opportunities for service user involvement.
- To complete a DBS check and HMPPS vetting.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Previous experience of dealing with referrals and assessments.	<input checked="" type="checkbox"/>	
Experience of data collection, administration and recording procedures.	<input checked="" type="checkbox"/>	
Experience of building and maintaining strong relationships with partner organisations and developing contacts and networks across a wide range of local services.	<input checked="" type="checkbox"/>	
Proven experience in dealing with a wide variety of individuals in a positive and confidential manner, both face to face and on the telephone.	<input checked="" type="checkbox"/>	
Knowledge	Essential	Desirable
Good standard of general education.	<input checked="" type="checkbox"/>	
Knowledge and understanding of the administrative processes.	<input checked="" type="checkbox"/>	
Professional curiosity with the ability and willingness to learn and apply learning to support delivery.	<input checked="" type="checkbox"/>	
Skills & Attributes	Essential	Desirable
High level of relationship skills: Empathy; caring; acceptance; mutual affirmation; and supportive.	<input checked="" type="checkbox"/>	
Good IT skills including the use of Microsoft Office applications.	<input checked="" type="checkbox"/>	
Excellent communication skills, both written and oral.	<input checked="" type="checkbox"/>	
Excellent time management/organisational skills and attention to detail.	<input checked="" type="checkbox"/>	
Lateral thinking and problem-solving skills.	<input checked="" type="checkbox"/>	
Ability to use own initiative, prioritise own workload and work autonomously and as part of a team.	<input checked="" type="checkbox"/>	
Adaptability to changing and emerging needs as the project develops demonstrating flexibility and resilience in challenging situations.	<input checked="" type="checkbox"/>	
Proven ability to work under pressure and at times to tight deadlines.	<input checked="" type="checkbox"/>	
Conscientious and able to handle sensitive and confidential information with discretion.	<input checked="" type="checkbox"/>	
Professional and values led with integrity, inclusivity, and respect for diversity.	<input checked="" type="checkbox"/>	
Ability to develop reports where required.		<input checked="" type="checkbox"/>
Other	Essential	Desirable
Current driving license, use of car and appropriate business use insurance.	<input checked="" type="checkbox"/>	
Ability to work across Greater Manchester to meet service delivery demands when required.	<input checked="" type="checkbox"/>	



EMPLOYEE BENEFITS

Holidays: 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

Birthday: Enjoy an extra day off on your birthday.

Training & Development: 2 hrs per month to focus on learning and career development.

Reflective Practice and Monthly Coaching: An opportunity to evaluate actions and experiences to gain insights and improve future performance.

Employee Social Fund: An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

Employee Assistance Programme (EAP): This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

Pension: Peoples Pension scheme, contributions are 3% employer and 5% employee.

Life insurance: Five times salary.

Annual awards ceremony and celebration: An annual awards ceremony tied into a Christmas Party to celebrate the amazing work our employees do.

CLI Staffing Group: An active forum to share your opinions to influence and change the way CLI operates.

Wellbeing: Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

Volunteering Days: An opportunity to give back to the community.

Refer a Friend Scheme: An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

We are Gold accredited by Investors in People, accredited by the Living Wage Foundation and supporters of the Greater Manchester Good Employment Charter.



CLI VALUES

 **community** Inspire
led initiatives Transform
Flourish



People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.