community led initiatives Inspire Transform Flourish

Engagement & Support Worker

Team: SAMAS
Location: Bedford
Salary: £26,227.50 per annum
Working Hours: 37.5 per week
Contract Type: Fixed Term until June 2027
Reporting to: Team Leader

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 Engagement & Support Worker, you will work under the guidance of the Team Leader to contribute to successful delivery of service operations for the Bedford Borough/Central Bedfordshire SAMAS contract, criminal justice pathway, rough sleepers initiative contracts. You will provide practical one-to-one weekly support and constructive activities to help those we support. You will act as an ambassador for CLI locally and will work in partnership with staff, volunteers, and the people we support to guarantee that we maintain a high-quality service which meets the needs of those engaged.

The role will involve working with a maximum caseload of 15 mentees at any one time and your aim within the role will be to support mentees with building positive changes in their lives and achieving their goals. Alongside the practical support, other typical duties will include completing assessments and care plans/actions plans, monitoring journeys, quality assurance and reporting progress. You will be required to follow instructions from the Team Leader 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

- Build relationships and provide support to a defined number of people with multiple complex needs (addiction, mental ill-health, offending and/or homelessness) to engage them with services.
- Carry out person-centered assessments and ensure these assessments are regularly reviewed.
- Develop co-produced, outcome focused support plans that reflect each individuals' personal strengths and goals.
- Co-ordinate interventions provided by other agencies, including Adult Social Care; Criminal Justice Services; Health Services; Employment and training agencies to ensure that support is provided at the right time to enable people to progress on their journey to recovery.
- Develop, maintain, and coordinate effective working relationships with external agencies.
- Adopt and model best practice in working with people who have multiple and complex needs.
- Maintain accurate, up to date records on the relevant case management system, recording the progress against individual support plans and information on outcomes within set timeframes.
- To maintain highly effective administrative and reporting processes to support the accurate collation of performance data.
- Ensure all work meets both external and internal quality, contractual, performance and professional targets and standards.
- Work flexibility and assertively, placing emphasis on engagement, maintaining contact, and relationship building in community settings.
- To complete dynamic risk assessments and maintain own safety by following lone working procedures and Health and Safety policies and procedures.
- 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 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.
- Ensure opportunities for service user involvement.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Experience of working (or significant voluntary experience) within criminal justice services, drug & alcohol recovery or treatment services, homelessness/housing services or mental health services is highly desirable.		☑
Experience of promoting the rights, responsibilities and informed choice of the individuals, acting as an advocate to promote independence.	☑	
Proven experience in dealing with a wide variety of individuals in a positive and confidential manner, both face to face and on the telephone.	☑	
Experience of data collection, administration and recording procedures.	☑	
Experience of building and maintaining strong relationships with partner organisations and developing contacts and networks across a wide range of local services.	☑	
Knowledge	**Essential**	**Desirable**
Good standard of general education.	☑	
An understanding of the complex interdependencies of mental health, homelessness, substance abuse and offending behavior.	☑	
Professional curiosity with the ability and willingness to learn and apply learning to support delivery.	☑	
Skills & Attributes	**Essential**	**Desirable**
High level of relationship skills: Empathy; caring; acceptance; mutual affirmation; and supportive whilst ensuring professional boundaries are maintained.	☑	
A passionate belief in the human capacity for change with an ongoing/personable personality.	☑	
Ability to quickly build rapport; being persistent, determined, patient and resilient.	☑	
Adaptability to changing and emerging needs, demonstrating good time management skills, flexibility and resilience to challenging situations and the ability to work under pressure and maintain a positive approach.	☑	
Good IT skills including the use of Microsoft Office applications.	☑	
Excellent communication skills, both written and oral.		
A creative approach to problem solving, getting and keeping people engaged and demonstrating empathy whilst being empowering and inspiring.	☑	
Demonstratable coaching skills in promoting independence and pro social attitudes.	☑	
An excellent team player whilst having the initiative to work independently.	☑	
Professional and values led with integrity, inclusivity, reliability, dependable and respect for diversity.	☑	
Other	**Essential**	**Desirable**
Current driving license, use of car and appropriate business use insurance.	☑	
Ability to work across Greater Manchester to meet service delivery demands when required.	☑	

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.

INVESTORS IN PEOPLE | Gold

CLI VALUES

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Inspire
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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.