



Recruitment Pack
Complex Needs & Housing Community Keyworker
Full-time 37 hours

April 2024

one small thing

Advert:

Who we are

One Small Thing was founded in 2014 by prison philanthropist Lady Edwina Grosvenor, in response to the unacceptable levels of suicide, self-harm and violence within women's prisons in England, with the aim of achieving wholesale system change across the justice system, one small thing at a time.

Our name reflects the value of those small things – empathy, compassion, respect – and their combined power to make a big difference to the individual - and to society as a whole.

Hope Street is an exciting, brand-new, purpose-built residential community-based service, designed in collaboration with women, for justice-involved women and their children in Hampshire. Trauma-informed by design, it will offer a safe and supportive environment where women and their children can access education, practical and therapeutic support and activities that build confidence, self-esteem and skills, and provide the opportunity to build a fulfilling and happy life and play a meaningful role within society.

About the Role

As Complex Needs Community Keyworker you will provide one-to-one support to women on Probation living in the community and women being released from Prison as part of their Post Sentence Supervision that is focused on their identified needs, empowering them to access appropriate services in the community. You will also provide some in-reach and 'Through the Gate' support prior to women being released from prison.

You will manage a caseload of women with complex needs who are facing housing issues and provide them with advice, guidance and support that helps them connect with other support services in the community that can assist them to overcome barriers when securing safe and appropriate housing.

The role involves a significant amount of data recording and updating case management systems so you need to be prepared to spend a minimum of 35% of your working hours on this aspect and will need to manage your time effectively to meet the data management requirements.

You will be employed by One Small Thing but will be part of a wider team of Community Keyworkers employed by our partner **Advance** <https://www.advancecharity.org.uk/>. You will also have a desk space at Hope Street, Southampton, to facilitate close working with the rest of the Hope Street team.

You will be required to participate in training and team building events with the wider One Small Thing team and the Advance team in Hampshire.

Applications:

The closing date for applying is midnight on **Monday 13th May 2024**. Please make sure we receive your CV and Personal Statement by this time and date.

In-person interviews will be held in the week commencing **20th May** at Hope Street in Southampton. We will pay standard class travel expenses if candidates are travelling from outside Southampton.

one small thing

Dear Applicant,

Thank you for your interest in working for One Small Thing. In this pack you will find:

- **Job description**
- **Person Specification**
- **Guidance Notes**

Please ensure you read these before completing your CV and Personal Statement.

Go to our website www.onesmallthing.org.uk/work-with-us for the Equity and Diversity Form and the job advert.

One Small Thing was founded in 2014 by prison philanthropist Lady Edwina Grosvenor, in response to the unacceptable levels of suicide, self-harm and violence within women's prisons in England, with the aim of achieving wholesale system change across the justice system, one small thing at a time.

Our vision is a justice system that recognises, understands, and responds to trauma.

Our mission is to redesign the justice system for women and their children by:

- **Redesign** the way the justice system responds to women and their children in a way that can be replicated and scaled nationally.
- **Educate** people within the justice system on the impact of trauma and draw on our knowledge and expertise to help build capacity within organisations.
- **Influence** politicians and policy makers to encourage culture change across the justice system and the people who work within it.

Our name reflects the value of those small things – empathy, compassion, respect – and their combined power to make a big difference to the individual - and to society as a whole. I hope that you will be inspired to apply to join us and wish you all the best with your application.



Claire Hubberstey, Chief Executive, One Small Thing

one small thing

ROLE	Complex Needs & Housing Community Keyworker
HOURS OF WORK	37 hours per week
SALARY	£26,000 per annum
REPORTING TO	Hampshire (base Southampton)

About One Small Thing

Our vision is a justice system that recognises, understands, and responds to trauma.

Our mission is to redesign the justice system for women and their children by:

- Redesigning the way that the justice system responds to women and their children in a way that can be replicated on a national scale (Hope Street is our pioneering residential community for women and their children in Hampshire).
- Educating women involved with the justice system to understand how trauma can affect them and equip them with the skills to respond; and training front-line staff to understand and respond effectively to trauma and adversity.
- Influencing politicians and policy makers to encourage a cultural change across the justice system and the people who work within it.

Our name reflects the value of those small things – empathy, compassion, respect – and their combined power to make a big difference to the individual - and to society as a whole.

About the Role

As Complex Needs Community Keyworker you will provide one-to-one support to women on Probation living in the community and women being released from Prison as part of their Post Sentence Supervision that is focused on their identified needs, empowering them to access appropriate services in the community. You will also provide some in-reach and 'Through the Gate' support prior to women being released from prison.

You will manage a caseload of women with complex needs who are facing housing issues and provide them with advice, guidance and support that helps them connect with other support services in the community that can assist them to overcome barriers when securing safe and appropriate housing.

The role involves a significant amount of data recording and updating case management systems so you need to be prepared to spend a minimum of 35% of your working hours on this aspect and will need to manage your time effectively to meet the data management requirements.

You will be employed by One Small Thing but will be part of a wider team of Community Keyworkers employed by our partner **Advance** <https://www.advancecharity.org.uk/>. You will also have a desk space at Hope Street, Southampton, to facilitate close working with the rest of the Hope Street team. You will be required to participate in training and team building events with the wider One Small Thing team and the Advance team in Hampshire.

About Hope Street

Hope Street is an exciting, brand-new, purpose-built residential community-based service, designed in

one small thing

collaboration with women, for justice-involved women and their children in Hampshire. Trauma-informed by design it will offer a safe and supportive environment where women and their children can access education, practical and therapeutic support and activities that build confidence, self-esteem and skills and provide the opportunity to build a fulfilling and happy life and play a meaningful role within society.

Key Responsibilities

- Complete an initial assessment of risk and need, and provide one-to-one advocacy, support, and advice to women who are on probation, including community disposals and custody releases, with regular review of assessments.
- Create and regularly review Resettlement and Support Plans in collaboration with women and the Responsible Officer/another agency to support women to address their needs and enable them to engage with licence requirements and Court orders.
- Provide in-reach support to women in prison, including HMP Bronzefield, HMP Downview and HMP Send via video call/telephone and face to face in the 12 weeks prior to them leaving custody to help them prepare for release; meet them at the gate upon release and accompany them back to Hampshire.
- Maintain regular contact with women on your caseload to provide emotional and practical support, adopting a trauma-informed, non-judgemental approach to empower women towards a safe, independent, rewarding life away from the justice system in line with One Small Thing's vision and mission.
- Develop strong professional relationships with local support services and advocate for all women on your caseload with external agencies, including Housing, Social Services, MARAC and IOM panels.
- Monitor women's attendance, engagement, progress with objectives, risk of harm and risk of re-offending during the Post-Sentence Supervision period of their licence, in partnership with Probation Service and inform relevant authorities of any risk escalation within 24 hours.
- Ensure that One Small Thing meets its contractual obligations with Advance, including the prompt upload of records onto the Ministry of Justice portal alongside swift and accurate record keeping via Advance's case management software (MODUS).
- Listen to the needs of women and implement appropriate support and specialist interventions, promote women's belief in their ability to change and help motivate them to progress.
- Be alert and responsive to behaviour, new information or other changes which could indicate an escalation of risk of serious harm and ensure that the relevant partner agency is informed and safeguarding referrals made where appropriate.
- Provide support that helps women to manage strong feelings and keep themselves and others safe.
- Support and advocate for the utilisation of Private Rented Sector accommodation as a long-term housing option.
- Provide advice and guidance to help women understand their housing rights and their responsibilities as a tenant.
- Contribute to creating and updating the local Services Directory with details of local organisations, key contacts, and details of services on offer, including eligibility criteria.
- Consistently review your work, obtaining feedback from clients on exit from the service and using this to inform the development of our services.
- Be responsible for your own personal learning/development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

one small thing

PERSON SPECIFICATION

I = Interview A = Application (used for shortlisting)

Experience	
Significant experience of working with women experiencing multiple issues (homelessness, mental health and/or substance use problems, domestic abuse, exploitation), preferably within the justice setting.	A/I
Experience of conducting needs and risk assessments and of risk management; being alert and responsive to behaviour, information or other changes which could indicate a change in risk of serious harm.	A/I
Experience of working in partnership with relevant statutory and voluntary groups and the ability to develop and maintain strong constructive working relationships.	A/I
Experience of setting and maintaining professional boundaries with service users whilst delivering an excellent standard of service, including how to respond appropriately to challenging behaviour, de-escalate tension, and enable women to manage strong feelings in a safe manner.	I
Significant experience of casework and advocacy.	A/I
Knowledge	
An in-depth knowledge of issues facing women offenders and those at risk of offending; both in and out of the Criminal Justice System.	A/I
Thorough understanding of violence against women and girls and its links to women in the criminal justice system.	A/I
Up to date knowledge of housing legislation and case law, particularly the legal rights of women within the homeless sector.	A/I
Working knowledge of Private Rented Sector housing.	I
Technical & Work-based Skills	
Excellent IT and administrative skills to enable you to manage and upload comprehensive data to different case management systems, complete needs and risk assessments and effectively record progress against support plans.	A/I
Strong crisis management skills and an ability to cope in stressful situations.	A/I
Ability to manage a varied caseload and experience of prioritising and organising your own workload, with an ability to cope with lone working and being managed remotely.	I
Good interpersonal skills with the ability to listen and communicate effectively.	I
A demonstrable commitment and drive to motivate others and enable change, and ability to facilitate conversations that emphasise future orientation and self-efficacy.	I
Ability to network, advocate, influence, problem solve, overcome barriers, and apply solution-focused approaches.	A/I
Ability to challenge appropriately, develop and monitor agreements and support plans with service users – be creative in service delivery and influence change.	I
Flexible approach, able to work as part of a team, supporting the service and colleagues as required.	I

Competencies

- **Communication:** Ability to communicate complex information clearly.
- **Attention to detail:** Attention to detail and an accurate approach to work.

one small thing

- **Proactive:** Self-motivated and self-directed, able to work independently with a positive approach to problem-solving.
- **Collaboration:** Ability to develop and maintain working relationships internally and externally.
- **Systems driven:** Ability to improve processes and develop systems to improve efficiency.

Values

- You do not judge people, you are kind and empathetic, and understand the importance of enabling people to make their own choices.
- Desire to create change and develop inclusive practices in building a fair, compassionate, and diverse working environment.

Other Information

We are strongly committed to ensuring equity and inclusion to ensure the voices of our users and beneficiaries are represented across our organisation to impact on our strategic aims, vision and mission.

We particularly welcome applications from people with disabilities, people who are racially minoritised and people from different socio-economic and educational backgrounds. We would also like to encourage applications from those who may have had similar experiences to the women and children we support at Hope Street including those with previous convictions.

As part of the recruitment, we process a vetting and barring check will be carried out for those successful at interview, but this does not necessarily exclude applicants with convictions.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

Safer Recruitment: Safe recruitment is central to the safeguarding of adults, children, and young people at risk. One Small Thing is committed to the safeguarding of every woman and child who is part of the Hope Street community and expects all employees to share this commitment.

The DBS check for this role will be at **Enhanced with Barred** check level. Failure to declare any relevant information that is later provided by the Disclosure and Barring Service, may result in any offer of employment being withdrawn.

one small thing

Guidance Notes for Applicants

Guidance Notes

These notes are intended help you complete your CV and Personal Statement to ensure that our recruitment panel has the appropriate information to assess each candidate fully and fairly. Your application will be dealt with in strict confidence.

Your application will consist of your:

- CV
- Personal Statement

CV

- Please include to the nearest month and year, the previous jobs you have held as well as any voluntary or unpaid work. These details should be included, particularly where the experience has helped you develop knowledge, skills and abilities asked for on the Person Specification.
- Please also include any relevant full-time or part-time training or study that you have undertaken.

Personal Statement:

Your Personal Statement can be done in one of four different ways, either:

- One side of A4
 - PowerPoint - No more than 5 slides
 - Audio - No more than 5 mins
 - Video - No more than 5 mins
- Decisions will be made on the basis of how far applicants meet the requirements listed in the **Person Specification**. In your Personal Statement, please ensure you address all of the requirements in the **Person Specification** as those will be used for shortlisting purposes.
 - Ideally, take each point in the Person Specification one by one and give clear and concise information that demonstrates your experience, knowledge, and skills for each of the points. **Make sure you give specific examples**. This means telling us what *you* did in your job rather than what the team did; and giving us concrete examples of where you demonstrated a particular skill, rather than simply saying that you have it.

Equity and diversity monitoring information

- Please go to our website www.onesmallthing.org.uk/work-with-us for the Equity and Diversity Form. The information you provide is for monitoring purposes only, will be treated in the strictest confidence and will not be used in any part of the recruitment or decision-making process.

one small thing

- Please complete and return the Equity and Diversity Form with your CV and Personal Statement.
- On receipt, the Equity and Diversity Form will be saved separately to your CV and Personal Statement and be used for monitoring purposes only. It will not be seen by the panel who are shortlisting or interviewing.

Your Application

- Please send your **CV, Personal Statement, and Equity and Diversity Form** to recruitment@onesmallthing.org.uk . If sending the application by post, please mark 'Confidential' to: Recruitment, One Small Thing, Hope Street, 30-32 The Avenue, Southampton, SO17 1XN.
- Return before the closing date and time. Late applications will not be considered.
- We will only contact those applicants who have been shortlisted for interview. If you have not been contacted by the interview date, then you have not been shortlisted.
- A further confidential **Personal information and Reference Details form** will be sent to candidates who are shortlisted for interview, asking for information such as contact details, references and giving information on our DBS process.

How your information will be used

The information provided by you will be stored either on paper records and/or electronically in accordance with current GDPR regulations and will be processed solely in connection with recruitment.

If you require further information prior to application, please email recruitment@onesmallthing.org.uk