**Job Description**

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| **Job role** | **Liaison & Diversion SUEW** |
| **Job Title** | **Service User Engagement Worker** |
| **Length of contract** | **18 months fixed-term contract** |
| **Department** | **Liaison & Diversion Non-custodial Team** |
| **Accountable to** | **Service User Engagement Lead** |
| **Based at** | **Non-Custodial Hub - Doncaster** |
| **Weekly hours** | **30 hours per week** |

Practice Plus Group’s mission is **Access to Excellence**.  Our core values are;

* We treat service users and each other as they would like to be treated
* We act with integrity
* We embrace diversity
* We strive to do things better together

Service users can only access excellence if we commit to living our values in everything we do when we’re at work.

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We believe in putting service users first, regardless of the environment or their history. Individuals that come into contact with the criminal justice system make up some of the most vulnerable and marginalised groups in society and access to and delivery of their health care needs is often difficult and within complex circumstances. Practice Plus Group prioritises lived experience as part of its service offer. Therefore, the organisation is seeking to recruit those with lived experience of the criminal justice system to offer trauma-informed peer support to its service users.

**The Role**

The role of a Service User Engagement Worker is to be part of an extended team working across a Liaison & Diversion and Reconnect service. The key principles of the role are to use lived experience of the criminal justice system to help engage some of the most vulnerable service users when leaving prison. We work with a wide range of services such as the police, probation, the court and legal services as well as both inpatient and community health and social care services.

A Service User Engagement Worker will be involved in the daily support of children and/or adults, including those from hard-to-reach communities to engage and navigate through the Criminal Justice System. The role is to support the service user in accessing support to address the full scope of identified health needs, including substance misuse (alcohol and drugs), mental and physical health, homelessness, learning disabilities, exploitation, safeguarding and social care issues.

As a member of the team, you will provide practical support to individuals, maintaining a programme of support, working with their families, advocating and enabling access to services including probation services, community-based organisations, clinics, courts, mental health services and hospitals.

The post holder will develop skills in working with service users with a variety of social and health support needs. You will help to build a relationship of trust with service users and understand the importance of empowering them, assisting service users to enable them to achieve their personalised support outcomes. You will work as part of a multi-disciplinary team to deliver a high standard of support. You will be prepared to share own experiences and role model recovery, and use these to Identify barriers and gaps in services and also identify good practice.

Your wellbeing at work will be prioritised through ongoing support, close supervision, and reflective practice. Accessing this personal support will help to improve your own self-confidence to do the job, and manage own personal wellbeing.

You will contribute to the Practice Plus Group strategy and vision to;

**Provide** outstanding evidence-based care to our client group, seeking out, listening to and acting on their feedback, so that care is personalised and informed by what matters to them.  You will work with individuals providing advice, support and information and manage a case load of patients.

**Deliver** non-judgemental care that makes a real difference.

**Inspire** excellence by forging strong links with our partners and stakeholders and providing a service that people can trust, feel safe within, and feel proud of.

**Promote** best practice, continuous quality improvement, embedding a culture of shared learning.

**Share** knowledge, skills and expertise to ensure safe care, building strong multi-disciplinary teams and supporting each other to do a great job.

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**KEY RESPONSIBILITIES**

* To develop and maintain positive and professional relationships with service users.
* To provide emotional and practical support and advice to enable service users to improve their quality of life, develop their skills and make decisions about their future.
* To support the liaison activities of the service by encouraging and motivating clients to engage with appropriate services.
* To identify and facilitate diversionary measures by working collaboratively with service users and other members of the Liaison & Diversion team.
* To work alongside other frontline staff, employed by partner organisations, to assess service users’ needs.
* To accompany service users to external appointments.
* To offer advice and guidance to active volunteers.
* To encourage and support service users to participate in meaningful activities.
* To respond appropriately to all service user needs to safeguard the wellbeing of all service users and staff.
* To maintain accurate records of work undertaken with service users around their support, and any other records as required by the service.
* To attend and participate in team meetings and other team events.
* To liaise with external agencies as required.

**GENERAL**

* To attend a full induction programme consisting of: development and wellbeing planning, goal setting, shadowing, and an introductory peer support training course.
* To be responsible for personal learning and development and undertake appropriate training, both mandatory and optional to increase knowledge, skills and awareness.
* To visit relevant external agencies who work with Liaison and Diversion.
* To attend regular support sessions, reflective practice, supervision and performance reviews with the Service User Engagement Lead, in line with the organisation’s performance management policies and procedures.
* To work at all times as part of a team. This includes working with other staff, attending team and staff meetings and developing a teamwork approach to all aspects of the organisations work.
* To be flexible in the approach to hours of work.
* To be aware of and employ the general practices of PPG regarding safeguarding and health and safety policies and ensure these are adhered to at all times.
* To ensure information is dealt with in accordance with PPG policies around confidentiality, communications, internet, email and telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
* To undertake any other duties as directed by the Service User Engagement Lead in line with the responsibilities of the post.



**Additional information**

**Disclosure and Barring Service** - a Disclosure and Barring Service disclosure at the enhanced level is required for this role.  A risk assessment will be undertaken if necessary.

**Police Vetting -** clearance **MAY** be required for this role in accordance with Ministry of Justice**.**

**Education and Training -** continuing professional development is encouraged and an annualappraisal system is in place to discuss ongoing objectives and support revalidation.