



# Resettlement Case Worker

## Health and Housing Advice

**Location:** HMP Woodhill, Milton Keynes College, MK4 4DA

**Hours:** 37.5 hours per week, 52 weeks per year

**Salary:** £20,000 - £24,000 per annum

**Reporting To:** Team Leader

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This is an excellent opportunity to apply your experience in a healthcare and housing setting within the Criminal Justice System to support resettlement and deliver effective action plans. You will receive mandatory training from the prison, Thames Valley CRC and Milton Keynes College to become a case management practitioner. You will work alongside the housing and healthcare teams to support resettlement through the Thames Valley Community Rehabilitation Services for prisoners entering and leaving custody. As the **Case Manager**, you will use motivational goal setting skills to support service user participation and develop new services, in partnership with the existing providers.

**Function:** To develop and the lead the healthcare and resettlement pathways in the delivery of case work and support Resettlement Services Through the Gate (TTG) for prisoners entering and leaving custody at HMP Woodhill. You will:

- Deliver resettlement action planning using the online Basic Custody Screening Tool (BCST) using fast accurate keyboard skills and databases
- Work on the wings, and with other services proactively in custody and in community to meet service user needs across mandated services including Health and substance misuse programmes and enable access to healthcare and service providers in the community
- Deliver and support inductions, pre-release workshops and supporting “Getting it Right” training sessions
- Rigorously tracking, reviewing and facilitating action plans to meet individual needs and record them on MOJ systems
- Using Motivational goal setting skills to support participation and mandated services

Milton Keynes College is working in partnership with MTC Novo to deliver the Transforming Rehabilitation services in the Thames Valley. As part of this new service you will have the opportunity to make a difference to the lives of prisoners, support the vision and mission of the college and Thames Valley Community Rehabilitation Company (CRC). You will support prisoners to fulfil their potential and access additional support Through the Gate (TTG) into work, into specialist support, accommodation or further learning to reduce reoffending.

### **Principal accountabilities will be to:**

- Provide service users with resettlement action planning using the online Basic Custody Screening Tool (BCST) using fast accurate keyboard skills and databases
- Work on the wings, and with other services proactively in custody and in community to meet service user needs and links across mandated services including Health and Substance misuse programmes and enable access to healthcare and service providers in the community
- Deliver and support inductions, pre-release workshops and “Getting it Right” training sessions
- Rigorously track, review and facilitate action plans to meet individual needs and record them on MOJ systems
  
- Demonstrate fast accurate keyboard skills and office organisation skills particularly MS office, Excel and experience with databases
- Promote a positive approach to securing training and identifying employment opportunities for disadvantaged groups or offenders
- Manage accurate data & case loads, delivering against deadlines and meet project targets
- Possess professional written and verbal communication skills and an eye for detail.
- Develop experience of working with disadvantaged people, offenders, healthcare or substance misuse programmes
- Demonstrate evidence of continuous personal/professional development.
- Show good communication and motivational skills across a broad range of resource types, skills and backgrounds.
- Show a proactive resolution of risks and confidentiality; demonstrate flexibility and a ‘can do’ attitude.
- Demonstrate commitment to a high professional and personal standard of work and conduct
- Have a commitment to equality of opportunity and widening access to education and employment for all.
- Have professional Skills for Life (literacy, numeracy and language) and be willing to develop these further.
- The duties of the post may vary from time to time without changing the general character of the duties or the level of responsibilities entailed.

It is the duty of all Milton Keynes College personnel to take all reasonable care of themselves and of other persons who may be affected by their acts or omissions.

It is the policy of Milton Keynes College to recognise and encourage the valuable and enriching contribution which people from a range of backgrounds and experiences can bring to the life and development of the institution. The College will, therefore, aim to provide an education service which, in its teaching, administration and support services actively promotes equality of opportunity and freedom from discrimination.

Milton Keynes College is committed to promoting the safety and welfare of children, young people and vulnerable adults and this is a responsibility of all staff. All employees must demonstrate suitability for working with children, young people and vulnerable adults. All positions require a DBS check.

The College is also proactively committed to Sustainable Development through the learning opportunities it delivers, its management of resources and its engagement with communities. In line with legislation aimed at creating a smoke-free England, the College is working towards becoming a smoke-free environment. We will actively support those who wish to give up smoking by providing access to information and individual support.

## Our Values

Our values represent the aspirations of our individual and collective behaviour. They guide our day-to-day decision-making. In order to achieve our vision, we will endeavour to put these values at the heart of everything we do.

To **inspire** – where everyone motivates, engages, challenges, and stretches each other

To strive for **excellence** – where everyone recognises their own potential and becomes the best they can be

To demonstrate **integrity** in all we do – where everyone is committed to being open, honest and doing the right thing

To show **respect** – where we listen, consider the views of others and value everyone

To **innovate** – where new ideas and thinking are generated around people, products and processes

## Role Specification

	Essential/ Desirable	Assessment Method
<b>Qualifications</b>		
Relevant degree or qualification at Level 3 or equivalent (ie Business, psychology, criminology, social care, sociology)	E	A
Good basic general education including GCSE (or) equivalent in Maths and English at Grade C or above.	E	A
Healthcare or substance misuse related vocational training	E	A
<b>Experience</b>		
Proven track record of managing and developing new administrative processes online and daily operational tracking	E	A
Experience of working positively with prisoners or people with complex needs in a substance misuse or healthcare setting with experience of group work/ facilitation of training	E	SP
<b>Knowledge, Skills and Abilities</b>		
Accuracy and precision in written presentation and accurate keyboard skills	E	A
Sensitive to the complexities of prisons or closed institutions and have the ability to work positively within the inherent restraints. Ability to work with stakeholders like healthcare, Substance misuse care providers and voluntary sector	E	SP
Proven communication skills both written and verbal	E	A
Commitment to prisoners and their rehabilitation	E	SP
Able to motivate self and others	E	SP
Have thinking ability: able to plan, communicate and problem solve effectively	E	SP
Proven organisational skills to meet the needs of the changing local labour markets and find job opportunities	E	SP
Ability to work under pressure and meet deadlines	E	SP
<b>Qualities</b>		
Positive and assertive with ability to case manage, assess and organise prisoners	E	SP
Accurate and eye for detail	E	SP
Able to use initiative and respond to healthcare related needs and initiatives	E	SP
Team focused and willing to learn all team roles	E	SP
Reliable, Adaptable and Dependable	E	SP

## More about the College

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As a Private Sector organisation we have public duty responsibilities including but not limited to the Equality Act 2010.

**Milton Keynes College is a committed “safer recruitment” employer. We take extreme care in ensuring the safety and welfare of children, young people and vulnerable adults. All positions therefore undergo a stringent vetting process to include DBS for all positions.**

**We want to develop a more diverse workforce and positively welcome applications from all sections of the community.**

**The College is proactively committed to Sustainable Development through the learning opportunities it delivers, its management of resources and its engagement with communities.**

**All staff at Milton Keynes College are expected to demonstrate uncompromising ambition, for the success of our students, our staff and our stakeholders of our College. You will contribute to the strategic direction of the College and achievement of consistent overall improvements in student success rates.**