

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**HMPPS Personal Wellbeing Service**

<b>POST:</b>	<b>Women's Wellbeing Coach</b>
<b>SALARY:</b>	FN 12-17
<b>ACCOUNTABLE TO:</b>	North Yorkshire Delivery Manager
<b>RESPONSIBLE FOR:</b>	N/A

**ORGANISATIONAL EXPECTATIONS:**

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

Foundation as part of the Inspire North Group is a provider of housing-related support services to socially excluded groups working with vulnerable and disadvantaged individuals and families. We deliver a range of creative services in partnership with organisations who share our values across sectors and communities.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of the Inspire North Group at all times.

We are proudly and actively anti-racist and as such, you are expected to drive our anti-racism agenda forward.

**OUTLINE OF POST:**

Working as part of a multi-agency team, you will provide person-centred support focusing on holistically addressing a range of issues faced by service users referred by the National Probation Service. Interventions will focus on addressing the following:

- Families and significant others
- Lifestyles and Associates
- Social Inclusion (including Meet at the Gate)
- Emotional Wellbeing
- Accommodation
- Finance, Benefit and Debt
- Dependency and Recovery
- Employment Training and Education

The service is currently funded with Foundation until March 2025, continuation of the service with our organisation is subject to our success at retender.

### **MAIN TASKS:**

1. Provide person-centred support to a caseload of service users who will be female adults aged 18 years and above, serving community sentences or being released from prison.
2. Complete Trauma Informed assessments and develop in collaboration with service user Action Plans which will result in timely and prescribed outcomes being achieved.
3. Create a safe and trusting environment, using trauma informed practice to successfully facilitate a supportive and constructive relationship with service users.
4. Deliver a range of interventions to service users which contribute towards achievement of prescribed outcomes including group work sessions where required.
5. Work with service users flexibly, meeting and undertaking interventions in a range of prearranged locations across a wide geographical area.
6. Develop and maintain positive working relationships with external agencies including Probation, Prisons, partners, and others who will assist in achieving prescribed outcomes for service users.
7. Work towards contractual targets and outcomes within agreed timescales and in line with specified quality standards.
8. Provide support and supervision of volunteer Peer Advisors
9. Using agreed CRM and CAS databases, record all activity relating to caseload ensuring all information is recorded within agreed deadlines.
10. Provide updates and reports where required using a range of formats.
11. Provide out-of-hours support via an additional phone-line support including evenings and weekends and a weekend drop-in group.
12. Positively represent the St Giles Wise partnership in all external meetings including conferences, seminars, and other events.
13. Proactively adopt a learning approach to the role, improving skills and knowledge to continue providing a high-quality service for service users.
14. Support and supervise Volunteer Peer Advisers to provide additional support to service users.
15. Work from HMP Askham Grange for which HMPPS clearance will be applied for.
16. Adhere to and keep up to date with policies, guidelines, procedures and practices.
17. Participate in regular supervision, team meetings, and other meetings as required.
18. Represent Foundation in a knowledgeable and professional manner at all times.

19. Maintain appropriate professional boundaries at all times.
20. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
21. Partake in Inspire North's Personal Development Review system.

You may be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the Group's business and interests.

**Please note** this job description is intended to provide a guide to the general duties and responsibilities of the role. The postholder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

## Person Specification

### Women's Wellbeing Coach HMPPS Personal Wellbeing Service

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Foundation does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Demonstrate an understanding of and commitment to our anti-racism agenda	✓		A, I
Knowledge & Skills	Essential	Desirable	
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A,
Good verbal and written communication skills, including accuracy and attention to detail	✓		A, I,
Good interpersonal skills including listening and display empathy	✓		A, I

Knowledge and understanding of the requirements of managing a caseload including maintaining and updating records, remaining focused on action plan goals, and keeping to deadlines.	✓		A
An understanding and knowledge of the barriers faced by people with complex and multiple needs, protected characteristics, and relevant specialist support services.	✓		A
Knowledge of relevant services for young adults in the local community and patterns of offending across the area.	✓		A
Knowledge of and commitment to safeguarding practices and policies, and ability to promote safeguarding among vulnerable clients and colleagues.	✓		A
Ability to assess clients' needs and provide tailored, person-led support through action planning and interventions involving advice, guidance, advocacy, and coaching.	✓		A
Ability to find innovative ways to work with service users to identify and find informed solutions to the challenges faced by them.	✓		A
Effective interpersonal and relationship building skills including ability to develop strong professional working relationships.	✓		A
Ability to calculate risk and implement safety procedures when engaging with service users in their home or public places.	✓		A
Have access to a car for work purposes and hold a full current UK driving licence.	✓		A
Qualification in plain English Second Language e.g. Urdu, Polish, BSL.		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Experience as a caseworker delivering gender specific and trauma responsive interventions which support resettlement and rehabilitation of female adults in the criminal justice system whether in the community or in prisons.	✓		A
Experience of working with young adults and supporting them to achieve positive outcomes.	✓		A

Experience of engaging successfully with challenging people, for example people who have complex needs, people who are reluctant to discuss their needs, and who may display challenging behaviour.	✓		A
Experience in delivery of 1:1 and group coaching solutions, including preparation and delivery of skills and learning.	✓		A
Experience in working with partner agencies either as part of a multi-agency team working towards common objectives or negotiating to establish links to further the aims of a project.	✓		A