

Role Description



Job Title	Women's Wellbeing Coach
Service	Women's Wellbeing Service
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver our holistic and trauma informed Women's services to individuals referred via the National Probation Service
Base	Martlesham Heath, Ipswich
Starting Salary	£22,854 pro rata
Working Hours	Part time – 15 hours per week

Job Overview

You will be part of a multi-agency team providing 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*

Responsibilities and Duties

- 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.
- Complete Trauma Informed assessments and develop in collaboration with service user Action Plans which will result in timely and prescribed outcomes being achieved.
- Create a safe and trusting environment, using trauma informed practice to successfully facilitate a supportive and constructive relationship with service users.
- Deliver a range of interventions to service users which contribute towards achievement of prescribed outcomes including group work sessions where required.
- Work with service users flexibly, meeting and undertaking interventions in a range of prearranged locations across a wide geographical area.
- 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.
- Work towards contractual targets and outcomes within agreed timescales and in line with specified quality standards.
- Provide support and supervision of volunteer Peer Advisors
- Using agreed CRM and CAS databases, record all activity relating to caseload ensuring all information is recorded within agreed deadlines.
- Provide updates and reports where required using a range of formats.
- Out-of-hours support: Additional phone-line support (Mon-Fri 5pm-8pm; Sat-Sun 12-5pm), plus Weekend drop-in group (9am-1pm).
- Positively represent the St Giles Wise and Anglia Care Trust partnership in all

external meetings including conferences, seminars, and other events.

- Proactively adopt a learning approach to the role, improving skills and knowledge to continue providing a high-quality service for service users.
- Support and supervise Volunteer Peer Advisers to provide additional support to service users.

Skills, qualifications, knowledge and understanding required

Desired Qualifications

- To have a relevant qualification to a good standard or be working towards one. (including any recognised qualification of 'A' Level standard or above in any aspect of social care, advice work, youth work etc.)
- Independent Domestic Violence Adviser (IDVA) qualification or willingness to train to required level

Knowledge

- 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
- An understanding and knowledge of the barriers faced by people with complex and multiple needs, protected characteristics, and disabilities as well as relevant specialist support services
- Knowledge of relevant services for young adults in the local community and patterns of offending across the area.
- Knowledge of and commitment to safeguarding practices and policies, and ability to promote safeguarding among vulnerable clients and colleagues.

Additional requirements

Must have a full, clean driving license and access to own transport.

We positively encourage applications if you have previously worked on a client-led support project, have had personal adverse experiences such as homelessness, substance misuse, debt, involvement with gangs etc. This will include experience of the criminal justice system, having served a prison sentence. You will need to demonstrate how your lived experience supports your ability to carry out the role to the benefit of the clients we work with.

Vetting process will be in accordance with Cabinet Office Baseline Personnel Security Standards (BPSS) and will include Enhanced DBS check.