

Job Title: CJS Triage & Support Worker		Reporting to: Front Line Services Manager	
Job Purpose: To Assess Needs and to provide support or refer Women on to appropriate support			
Technical Qualifications & Experience	Accountabilities & Responsibilities	Key Performance Indicators	Competencies Required for Role 1 > 5 5 = key to role 1 = no or low
<p>Qualification (Desirable) e.g. Diploma in Probation Practice, Social Work, Nursing or equivalent certificate</p> <p>Essential Experience: managing a caseload, teamwork, working collaboratively with other agencies. At least 2 years experience of working with women and / or vulnerable adults</p> <p>Essential Skills: Crisis management, good communication, boundary mgmt, competent IT skills, clean driving licence</p> <p>Personal Qualities: Proactive, compassionate, commitment to personal development, team worker, non-judgemental</p> <p>Knowledge: (Essential) Criminal Justice System, Impact of MH and DA on victims & children, child protection issues and responsibilities, risk assessment and safety planning, equal opportunities in practice. Experience of assessment and planning programmes of support</p> <p>Knowledge (Desirable) : Understanding of CJS, MH & DA sector and role and remits of statutory and voluntary agencies in these sectors</p>	<ol style="list-style-type: none"> 1. To carry out an initial assessment of needs of each woman referred 2. Following a comprehensive assessment, develop a structured plan of action and support to achieve goals identified 3. To manage and be responsible for the case management and support of a caseload of women 4. Carry out regular reviews and support providing evidence of progress towards goals identified and any issues addressed 5. To ensure risk assessments are carried out as necessary 6. To identify and refer women to specialist support / training resources as required 7. To keep and maintain accurate and confidential records and contribute to monitoring information for the project 8. Maintain and develop relationships with partner organisations 9. To work within a multi-agency environment and keep clients safety as central to all co-ordinated responses 10. To participate in relevant case conferences if required 11. Support clients to access the services on an equitable basis 12. All employees must: work within the organisation's operational policies and overall philosophy with specific regard for equality & diversity; support the running & the functions within the centre, ensuring the ethos of providing a non-judgemental and safe environment for women is maintained; take responsibility for personal training & development; and assist in any and all other reasonable matters that may arise under the direction of the M.D. & Management Committee 	<p>Respond to CJS Triage referrals within the target timeframes as directed by the process</p> <p>Process assessments as directed</p> <p>Carry out risk assessments as necessary and report issues arising adhering to policy on POVA and child protection</p> <p>Provide initial support – to include: information and options, referral to appropriate agencies, safety planning if needed</p> <p>Prepare Individualised Service Plans for women and /or with families</p> <p>Provide support by phone or in person</p> <p>Refer families to external resources, e.g. health, accommodation, target hardening, other support networks</p> <p>Complete casework notes and documentation associated with this role</p> <p>Complete case review and closure and carry out post case evaluation as directed by process</p> <p>Attend staff meetings – reporting on issues and developments</p> <p>Provide monthly stats and reports as requested</p>	<p>Working in teams 5</p> <p>Managing & developing people 3</p> <p>Managing finance & risk 5</p> <p>Technical knowledge 3</p> <p>Decision making 5</p> <p>Communication 5</p> <p>Relationships (funders & partner orgs) & quality 5</p> <p>Marketing & promotion 4</p>