



Job Title: Case Manager - Resettlement

Reports to: Head of Resettlement Services

Job Description

Job Purpose

As a Case Manager you will be managing a varied caseload of candidates within custody and in the community offering tailored support to enable the achievement of training and employment goals. You will manage relationships with a broad referral network adopting a multi-agency approach, ensuring your candidates have an individual support plan in place.

A crucial part of the role will be to work closely with our training department to ensure your candidates are both work aware and work ready, having all the necessary technical and soft skills to succeed. As a Case Manager you will be working directly with your candidates to match their skills to existing jobs within the Bounce Back network as well as, actively sourcing new job leads that meet their aspirations, (whilst being realistic to current job markets). You will then continue to support your candidates once in employment, tracking their success and monitoring any career progression.

Core Responsibilities

- Screen candidates interested in joining any of the Bounce Back programs, adhering to the Bounce Back referral framework
- Work with referral partners including wider Bounce back colleagues to agree a pathway for the candidate back into work
- Direct liaison with prison and probation staff to gain a better understanding of the potential restrictions in place when working with individual candidates and to keep communication channels open
- Undertake appropriate risk assessments with all candidates escalating any safeguarding concerns to senior management
- Actively promote training and employment opportunities available to candidates, matching them to training and jobs within the Bounce Back network
- Manage the smooth placement of candidates on ROTL from prison for appointments, training and/or employment
- Ensure candidates complete any compulsory industry specified training eg acquiring a CSCS card & assessment
- Through 121's and group workshops work with candidates to improve their general employability skills. This will include working with them on CV's, interview preparation and supporting them to build healthy work relationships through effective communication skills
- Liaise with Bounce Back's social enterprise team, providing potential candidates for training and employment opportunities
- Support the smooth running of employer engagement events in our expanding network of prison training centre's across London & South East
- Undertake a consultative approach with employers to educate them on the value of hiring ex-offenders, with a particular focus on what the employer needs to do in order to make the placement a success
- Source new job leads through existing and prospect employers that meet the needs of your candidates and/or create opportunities for your future pipeline

bounce back.

- Carry out regular candidate care calls as part of in-work sustainability checks, acting as a trouble shooter and mitigating any potential risks
- Manage the allocation of a small resettlement fund for the purposes of travel and equipment
- Monitor weekly activity and keep track of the journey of your candidates so you can report on the impact BB has made
- Work with wider Bounce Back colleagues to identify candidates and employers that are willing to provide case studies and/or positive testimonials
- Ensure that all records are up to date, accurate and meet all GDPR requirements
- Act as an ambassador for Bounce Back at external networking events

Personal Specification

Knowledge and Skills

- Extensive experience of working within Recruitment, Careers Coaching or other relevant Information Advice and Guidance positions
- Extensive experience of either managing key accounts or individual business development with a wide range of companies
- Knowledge of the construction, built environment and/or facilities management industries
- Knowledge of the issues and challenges related to offending and employment
- A clear understanding of the rewards and challenges of working in partnership with prisons, probation, job centres and regional and central government
- Experience in delivering employability training either 121 or groups
- A working knowledge of safeguarding and risk management procedures
- A sound knowledge of capturing data through varied tools
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using and maintaining a database

Personal Qualities

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines

This is not an exhaustive list of tasks and you may be asked to undertake any other reasonable duties in with your post and the team's needs. Job descriptions are reviewed frequently and may be amended at any time in accordance with the needs of Bounce Back