



Job Title: In-custody Coordinator (Prison Leavers Project)

Reports to: Strategic Team Manager

Salary: Up to £28000 Pro-rata – 30 Hours

Location Various HMP in London and the South-East

Job Description

Job Purpose

As an In-Custody Coordinator you will be managing a caseload of participants in prison(s) in London and the South-East who are in preparation for release. You will be offering tailored support to enable the achievement of personal health & wellbeing, training and employment goals. You will manage relationships with a broad referral network including the five key partners of the project including; Bounce Back, Change Grow Live, A Fairer Chance, Rise Mutual and Be Onsite. You will take a multi-agency approach, ensuring your participants have individual support plans in place and all risks mitigated through providing a full wrap around support.

As an In-Custody Coordinator you will be expected to contribute towards the development of the project. You are in a key position to celebrate partnerships that work well for the benefit of your participants and also identify opportunities and gaps to improve services for future prison leavers.

Core Responsibilities

- Work closely with Borough Coordinators to agree a continued pathway for participants through the gate, reconnecting with their families, wider communities, employment, training and education where relevant.
- Direct liaison with prison, probation staff, clinical teams, housing support workers to gain a better understanding of the potential restrictions in place when working with individual participants and to keep communication channels open to support their individual pathways
- Undertake appropriate risk assessments with all participants escalating any safeguarding concerns to senior management
- Actively promote training and employment opportunities available to participants signposting them to Bounce Back training and case management teams
- Through participant 121's and facilitating the delivery of group workshops work with participants to improve their emotional, financial wellbeing and general employability skills. This will include working with them on financial resilience and supporting them to build healthy work and family relationships through effective communication skills
- Support the smooth running of referral partner engagement events



- Following best practice and processes for reporting safeguarding concerns. Monitoring of risk assessments to make sure all information held is relevant and up to date and concerns escalated.
- Monitor weekly activity and keep track of the journey of your participants so you can report on the impact the project has made
- Work with wider Bounce Back colleagues to identify participants 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. Update all relevant databases with all data fields completed monthly. Quality and compliance will be reviewed during monthly appraisals
- 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
- Experience of supporting participants with a past including, offending, drug and alcohol misuse issues
- Experience of trauma informed care
- Knowledge of the issues and challenges related to complex needs and employment
- Knowledge and understanding of smart tools
- A clear understanding of the rewards and challenges of working in partnership with, job prisons, probation, job centres and regional and central government
- Experience in delivering employability training either 121 or in 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

bounce back.

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