

Job Title: Resettlement Services Coordinator

Contract: Permanent, Full time

Location: Central London, with some UK travel required

Job Description

Job Purpose

You will work as part of a team supporting candidates into sustainable jobs, including helping to deliver sessions in custody, screening participants and identifying candidates that may need to access additional financial or wellbeing advice.

You will monitor outcomes, produce reports on our work and carry out evaluations to ensure the impact of our work is being measured, including making recommendations to improve effectiveness. You will report on employer engagement and monitor its effectiveness. The Resettlement Services Coordinator will also play a role supporting the delivery of employer volunteer events.

Core Responsibilities

- Coordinate the referrals and screening of candidates interested in working with Bounce Back and signposting candidates that do not match the criteria
- Liaise with referral partners including wider Bounce Back colleagues to ensure candidates are fully supported on their journey back into work
- Undertake appropriate risk assessments with all candidates escalating any safeguarding concerns to senior management
- Support the team in promoting the training and employment opportunities available to candidates
- Actively sourcing job & training leads
- Support high attendance at appointments, training and interviews through positive active engagement of candidates
- Support the smooth running of employer/funder engagement days within our expanding network of prison training centre's across London & South East
- Coordinate all pre & post event logistics e.g sending invites, liaising with venues, reporting on attendance numbers and capturing key outcomes
- Carry out candidate care calls and coordinate logistics for "keep in touch" activities as part of in work sustainability checks
- Collate team activity, devise and produce reports illustrating the impact of our work, including making recommendations for improving the effectiveness of programmes and approaches.
- Monitor employer engagement and produce reports on outcomes, including making recommendations for improvement.
- 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

- A clear understanding and experience of the issues and challenges related to offending and employment including support with housing, mental health and financial resilience
- A clear understanding of the rewards and challenges of working in partnership with the justice institutions, job centres and regional and central government
- A working knowledge of safeguarding and risk management procedures
- A sound knowledge and understanding of data capture through varied tools, and its presentation in meaningful and accessible formats.
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using and maintaining a database in a similar work environment

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