

# Offender Accommodation Caseworker

Department of Home Affairs

Prison & Probation Service

**Job Title:** Offender Accommodation Caseworker

**Grade:** Support Grade 1 / Pay Band 5

**Location:** Tromode House, Ballafletcher Road, Cronkbourne, Douglas

**Responsible to:** CRCA Team Leader/Probation Senior Practitioner

**Responsible for:** N/A

The Department of Home Affairs is responsible for ensuring community safety in the Isle of Man and we aim to improve the quality of life for Island residents by providing effective services for their safety, protection and security.

Working within the Prison and Probation Service you will be part of a small professional team based in the CRCA Hostel, known as Tromode House, and will play an important role in keeping the Island's community safe.

You will do this through the support of offenders in the hostel and as they move into the community. Hostel Assistants will need to feel comfortable working with individuals who can sometimes demonstrate challenging behaviours.

This is a very rewarding role for the right candidate.

This role will require you to work on a rota which includes night and weekend shifts.

## Overview

The CRCA Hostel is based at Tromode House, above the Probation Office. The unit is an 11-bed residential accommodation for adult males and females. (One additional room is kept for staff on Sleep In Duty) Residents are generally received for the following reasons:

- as a requirement of Police/Court Bail
- as a requirement of a Probation Order
- as a condition of a Post Custodial Licence including Parole
- as a condition of being released from custody on a temporary licence

Usually residents can stay at the hostel for up to 3 months although this can be extended in special circumstance. Rooms are single occupancy with two having ensuite facilities. There are also four communal bathrooms. Residents are provided with a continental breakfast each day and food storage facilities.

Whilst the hostel provides some respite for vulnerable and/or homeless adults, the essence of the work we do is focused on addressing the criminogenic needs of offenders in the community. As a hostel assistant, you will provide support with accessing housing, community services, and employment.

Residents may present with several vulnerabilities and may struggle with mental health, physical health or substance misuse. Hostel Assistants will need to feel comfortable working with individuals who can often demonstrate challenging, demanding, and disruptive behaviours.

Offenders are assisted based on their needs and assessed risk. It is not the Hostel's responsibility to judge people based on their previous offending or lifestyle choices. We are focussed on helping people to deal with those factors that have contributed to their offending or that prevent them from establishing an independent non-criminal future.

## **Duties and Responsibilities**

- Preparation of accommodation for residents.
- Work with each resident to create a person centred Case Plan and Risk Assessment
- Ability to communicate effectively and ensure that relevant information is communicated both verbally, and in writing by updating case note records on the case management system.
- Build professional, supportive relationships with residents and introduce them to opportunities in the community as identified in the resident's support plan (e.g. leisure, education, training, etc.).
- Encourage residents' compliance with appointments where appropriate (e.g. Job Centre, GP, dentist, etc.).
- Undertake initial assessments, completing entries on resident files, recording events in the Prison Information System, preparing rent accounting letters and move in packs.
- Respond to resident queries and requests.
- Support the Team Leader to prepare for Regulatory Audits
- Ensure all necessary records are properly maintained in line with legal requirements, policies and procedures
- Participate in regular supervision, team meetings and other meetings as required.
- Understand and maintain appropriate professional boundaries at all times.
- Identify own training and development needs in conjunction with your line manager and partake in all programmes of self and professional development and training offered.
- Ensure that a high standard of cleanliness is kept in all areas of the hostel.
- Ensure that Statutory Notifications are made in accordance with Offender Accommodation Minimum standards,
- Ensure the health and safety and security of the residents, colleagues, and visitor always, in line with all policies and including COSHH.
- Ensure all accidents and near misses are reported in accordance with RIDDOR requirements.
- Take all reasonable steps to ensure that the basic maintenance of hostel fabric, furniture, fittings, and grounds is recorded and that maintenance concerns are reported.
- Escalate all incidents/accidents/near misses and emergencies to a member of management team wherever necessary.
- Be fully familiar with the hostel procedures for emergency situations such as fire alarms, power-cuts, etc. and assist residents for safe evacuation.

- Ensure effective communication with all members of the team, facilitating smooth and thorough handovers between shifts.
- Work in accordance with effective practice principles, adherence to service standards, and Prison & Probation policy and procedures in all elements of work. Use of appropriate methods and models of work to ensure the delivery of a high quality service.
- Carry out any reasonable requests as directed by line management commensurate with the grade and level of responsibility of this post.

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to consider changes and developments in-service requirements.

## What do you need to be successful in this role?

	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Credibility</b>		
Interest in rehabilitation and the criminal justice system.	Essential	Interview
Knowledge of Offender Accommodation Minimum Standards and how to meet them.	Essential	Interview
Demonstrate a commitment and enthusiasm for working with offenders and vulnerable adults.	Essential	Interview
Able to build and maintain relationships whilst maintaining appropriate professional boundaries.	Desirable	Interview
Experience of housing/homelessness/offending or mental health either as a service user, carer, worker, or volunteer.	Desirable	CV/Interview
<b>Capability</b>		
Good verbal, written and numeracy skills, sufficient to be able to make accurate written records and report writing.	Essential	CV/Interview
IT literate with good use of Microsoft Applications e.g. Word & Excel, etc. and the ability to quickly learn new packages.	Essential	CV/Interview
Ability to organise and prioritise workload.	Essential	Interview
Good interpersonal skills including listening and displaying empathy.	Essential	Interview
Knowledge of current practice in relation to safeguarding vulnerable adults.	Desirable	Interview
<b>Character</b>		
Visible, credible team member and role model.	Essential	Interview
Self-motivated and possessing a "can do" attitude.	Essential	Interview

Experience of building and maintaining effective working relationships with internal and external stakeholders.	Essential	CV/Interview
Experience of working positively with socially excluded & vulnerable adults.	Desirable	CV/Interview
<b>Other requirements</b>		
Isle of Man Worker.	Desirable	Application
Satisfactory Police Check.	Essential	Pre-employment checks
Full, valid driving licence.	Desirable	CV

**NOTE FOR CANDIDATES:**

This role is a full time role of 37 hours per week. The hours are allocated in advance via a rota and will include overnight working (both 'awake' shifts and 'sleep-in' shifts) and will also include weekend working. There is some flexibility in the allocation of shifts and holidays, however, all staff members are expected to work in line with the agreed rotas. Further details can be discussed at the interview.