



ABOUT FACE KEY WORKER
APPLICANT INFORMATION

WHO WE ARE

City Hearts was founded in 2005, beginning with a single home to help women with life controlling issues, shortly after we welcomed our first survivor of modern slavery. Since then, we have expanded across multiple regions and now provide accommodation and outreach support to hundreds of survivors of modern slavery every year, as well as continuing to house and support women with life controlling issues. We are passionate about restoring the lives of those we support, and it would not be possible without our dedicated team of staff and volunteers.

ROLE SUMMARY

How this role fits into the vision and objectives of City Hearts

About Face is our programme focused on supporting rehabilitating ex-offenders. This role will keywork men and women who have a history or present a risk of offending. Working closely with City Hearts About Face team and SY Police, you'll work within police custody suites in order to deliver the 'Plan B' intervention in order to help support individuals to move forward in a positive way.

What you can expect from a career at City Hearts

As an organisation we are committed to supporting your success and providing you with a wealth of skills, training and opportunities as well as staff benefits to enhance your employment. These will include:

- Regular accredited and in-house training on specialist subjects such as trauma, mental health, safeguarding, working with addictions and much more
- Group Supervision every 6 weeks with qualified therapists
- Commitment to annual salary reviews
- Progression opportunities
- Annual staff survey and focus groups – have your say!
- 30 days holiday per year (plus accrued holiday days for length of service)
- Perkbox national 'perks' and discount scheme
- 3% employer contribution pension scheme

WHAT OUR STAFF SAY ABOUT WORKING WITH US

We pride ourselves on our employee job satisfaction. 100% of our staff that completed our 2019 staff survey stated that they would recommend working at City Hearts to others!

“I love working for City Hearts - as an organisation we are dedicated to seeing lives transformed and turned around., There is nothing quite like the feeling of journeying with someone from a broken past into a fruitful future.”

- Stu - About Face Coordinator



JOB DESCRIPTION

Job Title: About Face Keyworker

Reports to: About Face Manager

Contracted Hours: 40 hours per week

Contract Duration: Fixed until 31st March 2020 with a view to extend

Salary: £18,995-£20,995 per annum pro rata

Location: South Yorkshire

Closing Date: 24th January (we may close the vacancy early in the event that we receive a suitable amount of applications, therefore we recommend that you apply early)

Interview Date: w/c27th January

Probationary Period: 3 months

Direct Reports: N/A

RESPONSIBILITIES

Will include but not limited to;

- Keyworking male and female clients who have a history or present a risk of offending
- Working in Police custody suites in partnership with City Hearts About Face and South Yorkshire Police delivering the 'Plan B' intervention.
- Adopting a trauma informed approach, in order to understand 'the reason behind the reason' of why an individual finds themselves in their situation, in order to help support them move forward
- Running weekly drop ins for clients under the supervision of line manager when necessary.
- Regular feedback and review meetings with line manager;
- Arranging and attending appointments for individuals;
- Following up and completing all appropriate paperwork and details of client; including base line reporting. Including, weekly reviews, daily logs and inductions.
- Working alongside and supporting volunteers who work with individuals and ensuring their adherence to policies and procedures;
- Ensuring progression of the client personally and through the journey within the criminal justice system;
- Liaising with organizations and individuals regarding client and City Hearts in a professional manner - including but not limited to HM Probation, HMP Prisons, other agencies, Police, and medical professionals;
- Identifying support hours and ensuring accurate logging of support provided;
- Ensuring all progress reporting is being completed correctly and in a timely fashion;
- Ensuring exit strategies are being prepared in a timely fashion;
- Carrying out inductions, weekly reviews and updating IT system.
- Ensuring adherence to all internal procedures regarding City Hearts, the client and legislation;
- Promoting City Hearts – this may include attending events on behalf of City Hearts as a whole.



AREA	ESSENTIAL	DESIRABLE
Education, qualification and training	<ul style="list-style-type: none"> • Demonstrate knowledge in specific subject area through specialist training, degree or vocational studies. • A clear DBS check. Further vetting with South Yorkshire Police will follow. This post is exempt from the Rehabilitation of Offenders Act 1974 • An understanding of the Criminal Justice System 	<ul style="list-style-type: none"> • Additional qualifications such as first aid, safe handling of medication, lone working • Health and Social Care Level 3 or equivalent relevant qualification such as qualification in addictions/life controlling behaviour/ criminology
Experience	<ul style="list-style-type: none"> • To have recent experience of working with vulnerable people • To manage a varied case load and prioritize tasks. 	<ul style="list-style-type: none"> • An understanding of working in the third sector • Lone working
Skills	<ul style="list-style-type: none"> • To have good communication skills and to be able to crisis manage and defuse conflict and to take initiative when needed. • To be able to maintain client confidentiality and to accurately record keep. • Able to write reports and letters on behalf of your client in a professional manner. • To have a good IT skills and to the ability to document digitally. • To be able to deliver pre-developed training material to groups of no more than 12 individuals. 	<ul style="list-style-type: none"> • To have an understanding of vulnerable people and the work that City Hearts delivers through the About Face project
Personal Attributes	<ul style="list-style-type: none"> • To show grace and patience. • To be flexible and have a willingness to change alongside the role and demands of a forward moving charity. • To speak well of City Hearts, clients and other team members. • To be reliable, punctual and maintain confidentiality. • To be emotionally robust using personal supervision effectively. • To be honest and demonstrate good communication skills. 	<ul style="list-style-type: none"> • To have personal goals and want to pursue personal development. • A passion to see vulnerable and broken people restored. •



AREA	ESSENTIAL	DESIRABLE
Other	<ul style="list-style-type: none"> A willingness to promote City Hearts -this may mean working outside normal working hours, to represent City Hearts at conferences with the stand or attend events to recruit new volunteers. 	<ul style="list-style-type: none"> Car access is not essential and travel in work will not be frequent, however they may be some travel involved in the role

If you have any queries regarding your application, please email HR@cityhearts.co.uk and we would be happy to help.





PURSuing FREEDOM. **RESTORING LIVES.**

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