

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**Liaison and Diversion**

<b>POST:</b>	Reconnect Peer Worker
<b>SALARY:</b>	Real Living Wage
<b>ACCOUNTABLE TO:</b>	Peer Support and Volunteer Coordinators / Service Manager
<b>RESPONSIBLE FOR:</b>	N/A

**ORGANISATIONAL EXPECTATIONS:**

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

Community Links aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

We are proudly and actively anti-racist and as such, you are expected to drive our anti-racism agenda forward.

**OUTLINE OF POST:**

The purpose of this role is to encourage referred individuals, including those with multiple needs to engage with Reconnect Services, other health services and referral pathways. Providing engagement, support and advocacy is essential to the role as the Peer Supporter will need to support the opinion of the person receiving support.

You will be supporting people to navigate through release from the Criminal Justice System to access support for mental health needs, as well as other health vulnerabilities, including substance misuse, (alcohol and drugs), homelessness, intellectual disabilities, and challenging behaviour.

You will need a high level of empathy and compassion, as you will provide emotional and where appropriate practical support to individuals. This will include working with practitioners to support a pathway of support for individuals, working with their families and friends, supporting them to access other agencies. A key component of

the role will be providing advice and guidance, requiring resilience and diplomacy, with the ability to encourage and motivate people.

There will also be an expectation that the post holder will be a champion of the Reconnect Service. The post holder should have direct lived experience of the criminal justice and/or prison system.

**MAIN TASKS:**

1. Work collaboratively to support release of the clients from prison, with clients, Reconnect practitioners, Prison staff, families/friends of clients and other agencies
2. Deliver 1:1 support to a client that is client led, meaningful, respectful and promotes self-determination.
3. Monitor and evaluate outcomes of clients on your caseload
4. Effectively liaise with clients, carers and other professionals and agencies as required, involving them, where appropriate, in the planning, delivery and evaluation of the client's support
5. Make referrals to specialist external services, where need is identified
6. Network with relevant individuals, partner agencies and community resources to promote and market the service as appropriate and as directed
7. Ensure that client records and other information systems are completed accurately and within agreed timescales
8. Adhere to organisational policies and procedures relating to risk and personal safety
9. Always maintain appropriate professional boundaries.
10. Participate in regular supervision in line with the supervision policy
11. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed
12. Partake in Community Links Personal Development Review process
13. Where appropriate, act as an advocate on behalf of service users, to promote engagement with relevant support.
14. Attend relevant meetings/groups across the service area, professionally representing the service.
15. Willingness to share personal "Lived "experiences as appropriate with services users, volunteers and colleagues

16. To be involved in and lead in the facilitation of “support” groups for Service Users.
17. To promote and participate in service user engagement activity e.g. posters, advertising activities, service directories and client resources
18. Keep up-to-date and adhere to policies, guidelines, procedures and practices.
19. Participate in team meetings and other meetings as required.
20. Always represent Community Links in a knowledgeable and professional manner.
21. Participate in team meetings and other meetings as required.

You may, be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the group’s business and interests.

**Please note** this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

## Person Specification

### Reconnect Peer Worker Liaison and Diversion

The person specification should be read in conjunctions with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

<b>Approach</b>	<b>Essential</b>	<b>Desirable</b>	<b>Identified by: A=application I=interview E=exercise</b>
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A,I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I, E
<b>Knowledge &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A, I,
IT literate with developed use of Microsoft Applications e.g. Word, Excel, and Access etc and the ability to quickly learn new packages such as databases		✓	A, I,
Able to build and maintain relationships with clients whilst maintaining appropriate professional boundaries	✓		A, I,

Ability to organise and prioritise workload	✓		A, I,
Good interpersonal skills including listening and displaying empathy	✓		A, I
Able to demonstrate emotional resilience in working with challenging behaviours	✓		A, I
Knowledge of current practice in relation to safeguarding vulnerable children and adults	✓		A, I
A sound knowledge base with regards to mental health and/or drug and alcohol abuse e.g. Interventions available and contributory factors.	✓		A,I
Language skills e.g. Urdu, Polish, BSL, etc.		✓	A, I
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Lived (own personal) experience of any of the following: Poor Mental Health Alcohol and substance misuse Homelessness Financial difficulties Unemployment Family or relationship breakdown	✓		A, I
Direct lived experience of criminal justice	✓		A
Direct lived experience of the prison system		✓	A
Evidence of providing advice and support on a one to one basis and managing a caseload	✓		A, I
Proven experience of working with challenging people towards a positive outcome	✓		A, I
Experience of building and maintaining positive partnerships with external organisations (e.g. voluntary and statutory agencies)		✓	A, I
Experience of developing and delivering peer support groups		✓	A, I
Experience of mental health either as service user, carer, worker or volunteer	✓		A