

Job Description

Job Title Case Manager

Responsible to Team Manager

Job Purpose

1. To organise and deliver Achieve North West Connect's contracts, adhering to specific contract requirements.
2. To engage and work with eligible participants, providing a case management approach to the delivery of Employment, Training and Education (ETE) interventions.

Principal Duties and Responsibilities

1. Generate appropriate referrals including from offender management services in custody or community based locations.
2. To contribute to team targets by successful achievement of individual targets across a number of key performance indicators on a monthly basis.
3. Undertake an initial assessment of customer needs and develop a programme of support, including a personalised action plan.
4. Ensure risk assessment information is shared, particularly relating to any restrictions which may impact on employment or training placements.
5. Maintain contact with customers throughout their journey to sustained employment through motivation, and by providing support and guidance.
6. Deliver personal development and employability related training to individuals and groups.

7. To refer an agreed number of customers to Achieve NW Connect's sub-contractors or partners every month.
8. Undertake regular reviews and systematically record key information in the required format, including the use of specific IT case recording systems.
9. Keep an organised record of a customer's attendance, achievement and progression.
10. Ensure up to date knowledge of customer activity guidance documents.
11. To ensure that necessary evidence is collected to support the claiming of outcomes
12. Work in partnership with Job Centre Plus and other agencies to develop employment opportunities for customers.
13. To develop effective partnerships with local employment, intermediate labour market (ILM) providers, and training providers to gain training and employment outcomes.
14. Where required, work in partnership with prisons to ensure strong relationships, a visible presence and promotion of the project.

Corporate Duties and Responsibilities

1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio
2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Career Connect Safeguarding policy and procedures.
3. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures.
4. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the Data Protection Act 1998 and other legislation with regard to the processing of any personal data.
5. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct.
6. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed.
7. Proactively seek feedback from customers/ commissioners/ colleagues to identify improvements to professional practice.
8. Operate at the level expected for this role, in line with core competencies and values of the Charity.

Last amended <05.09.17>

9. Adhere to Career Connect policies and procedures on sustainability.
10. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
11. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties can vary from time to time without changing the general character of the post or the level of responsibility entailed.

This could include working across a range of contracts according to the needs of the business.

Person Specification

- A. Understanding of Offender Management Services (National Probation service, Community Rehabilitation Companies and Criminal Justice System).
- B. Knowledge of issues around social exclusion and disadvantage.
- C. Understanding of the principles of equal opportunities.
- D. Experience of working with disadvantaged groups/individuals in the community.
- E. Experience of delivering training or presentations to individuals and groups.
- F. Competency in a range of IT applications including databases, spreadsheets, word processing and knowledge of Outlook e-mail and Calendar. This should include an understanding of the value of online job search including LinkedIn and other social media opportunities.
- G. Ability to achieve monthly performance targets across a number of key performance indicators.
- H. Attention to detail in the accurate recording of data, where clear records of activity can be evidenced and understood.
- I. Ability to manage own workload and to work as part of a larger team.
- J. Excellent communication and presentation skills, both written and verbal.
- K. Evidence of relevant qualifications at level 3 or above.

Competency Framework Case Manager

Description	Autonomy / Leadership	Professional Practice	Relationship Management	Performance / Impact	Quality
<ul style="list-style-type: none"> • Develops best practice • Provides leadership to others • Optimises outcomes and may be described as a specialist • Able to transfer knowledge • Challenges procedures 	<ul style="list-style-type: none"> • Co-ordinate and monitor activity for an allocated area of work • Coach and support others to set and achieve challenging goals for themselves • Actively seeks out new business / opportunities to sustain and grow Career Connect • Deputises for managers at meetings and events 	<ul style="list-style-type: none"> • Supports and develops best practice with peers • Advocates • Customer awareness • Occupational knowledge • Able to work independently with minimum supervision • Ability to proactively manage any risk issues • ability to assess customers and then plan, implement and review the customer journey with them 	<ul style="list-style-type: none"> • Understands how to negotiate and compromise with customers and partners to achieve a 'win win' • Is able to review the impact of negotiation and adapt approaches where necessary • Able to make clear, concise proposals backed by logical and financial reasoning • Assists others in understanding issues and jointly develops acceptable outcomes • Actively seeks to build professional external relationships • Understands customer/customer needs, identifying services to meet their needs 	<ul style="list-style-type: none"> • Realises own part in ensuring their team can deliver and supporting colleagues to get the job done • Undertakes regular monitoring and reviews of performance based on customer access, progress and satisfaction • Focuses on delivering timely performance with energy and taking responsibility and accountability for performance outcomes • Works to agreed goals and activities and dealing with challenges in a responsive and constructive way 	<ul style="list-style-type: none"> • Pushes self and others to achieve service standards and procedures • Quality checks own/others work