



Transitional Support Worker Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Sandwell & Walsall
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Rachael Walker by emailing rachael.w@citizensadvicesandwell-walsall.org or calling 07483 368273.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

Hours: 37 hours per week

Salary: £24,000 per annum

Contract: Fixed term for 12 months

Location: Sandwell

Closing Date: 20th January 2023

Provisional Interview Date: 31st January 2023

To work in partnership with young people preparing to make the transition from public care, their carers and relevant agencies. To deliver an effective, integrated holistic service in accordance with the Children (Leaving Care) Act 2000, the Children Act 1989 and other relevant legislation and guidance.

To promote young people's physical, emotional, mental health and wellbeing, and social welfare; promoting their capacity to take responsibility for themselves and to act responsible towards others; promoting welfare: ensuring that needs relating to religious persuasion, racial origin, gender and cultural and linguistic background are actively identified and met.



Role profile

Key responsibilities

- ❖ To work in partnership with young people, their social worker, carers and other relevant agencies
- ❖ To carry a caseload: the caseload will involve working with up to 8 young people in groups and individually, and co-working with other professionals
- ❖ To act as an advocate when needed
- ❖ Be involved in understanding the young person's needs and to participate in their needs assessment
- ❖ To work alongside lead professionals to review the pathway plan to ensure young people's needs are being met
- ❖ Encourage and empower young people to participate in all decision making processes affecting their lives
- ❖ Provide information, holistic advice, planning and preparation support to meet young peoples development needs, especially in health, housing and post-16 careers

- ❖ To ensure young people are aware of, and receive their financial entitlements
- ❖ Keep informed of the young person's wellbeing and monitor their progress through regular contact with supporting agencies
- ❖ Keep in touch with the young people and take reasonable steps to re establish contact if this is lost
- ❖ To have a knowledge of safeguarding issues relating to young people
- ❖ To ensure that casework records are maintained in accordance with the projects policies and procedures

Learning, Development & Training

- ❖ Keep abreast of current research and national developments
- ❖ Have a positive attitude towards self development
- ❖ Attend team meetings, supervision and training when required
- ❖ The nature of this post will require flexibility to meet the needs of young people, entailing some work outside normal office hours

Networking

- ❖ To network with individuals and agencies to provide opportunities for social interaction in safe spaces with peer groups
- ❖ To develop close and effective working relationships with key agencies to identify the needs of young people leaving care
- ❖ To liaise with other agencies, especially education, employment and housing, vulnerable adults and health services, taking reasonable steps to ensure the young person makes use of such services

Operational duties

- ❖ Further the aims of Citizens Advice Sandwell & Walsall and its activities by working within all agreed policies
- ❖ Maintain accurate and up-to-date written records of contact with the young person
- ❖ Be responsible for ensuring that all Child Protection Policies are adhered to and concerns are raised in accordance with these policies
- ❖ Provide monitoring information as required

- ❖ To provide information and support to lead professionals and young people about the service
- ❖ To ensure that CA Sandwell & Walsall's Equal Opportunity policy and anti-discriminatory strategies are integrated into all aspects of case work
- ❖ The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the services or as may be requested by your line manager



Person specification

<p>Experience</p>	<ul style="list-style-type: none"> ❖ Substantial experience of working and engaging with young people. ❖ Relevant experience of working with young people, including those at risk in a variety of settings ❖ Experience of working with a variety of different agencies and social care professionals and working in a multi-racial/multi-cultural community. ❖ Experience of dealing effectively with sensitive and confidential matters, pressure and conflict. ❖ Knowledge of: the Children Act 1989, Children (Leaving Care) Act 2000 and other relevant Legislation; needs of looked after young people, including those from black and minority ethnic communities and other disadvantaged groups; social care provision for looked after young people and the role of social workers & the skills required by young people to become and remain independent ❖ Demonstrable knowledge and understanding of adolescent behaviour and development.
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Skills & Abilities

- ❖ Ability to work with professionals to implement plans for intervention and service provision for young people.
- ❖ Ability to undertake direct work with young people, building and maintaining relationships
- ❖ Ability to work in partnership with parents, carers as appropriate
- ❖ Ability to produce clear, literate and appropriate records, reports and correspondence for a wide range of readership.
- ❖ Ability to independently manage a diary and to prioritise conflicting demands.
- ❖ Ability to travel, covering the Sandwell area
- ❖ Ability to be flexible and willing to support colleagues when needed
- ❖ Ability to use own initiative whilst accepting the need to work within procedures
- ❖ Excellent and effective oral communication skills with a variety of audiences
- ❖ Ability to deal with difficult situations effectively and with confidence
- ❖ Excellent interpersonal skills
- ❖ Accurate recording skills and attention to detail

<p>Personal qualities</p>	<ul style="list-style-type: none"> ❖ Dedicated and motivated to work with care leavers Having an interest in their views and opinions ❖ Have an empowering and encouraging approach ❖ Demonstrate a positive attitude to care leavers being empathetic and understanding to young people's circumstances ❖ Be creative and have a fun personality whilst respecting boundaries ❖ Be open, trustworthy and willing to explore new ways of working ❖ A commitment to provision of support using a rights-based, empowering approach ❖ Acts as a role model for others
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In accordance with Citizens Advice national policy the successful candidate(s) will need to be screened by the DBS for an enhanced check. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

To apply for this vacancy please visit our website www.citizensadvicesandwell-walsall.org and complete the application form highlighting your suitability for the role.

Please note on occasions where we receive a large number of applications, we may close the advert ahead of the publicised closing date.

If you require a reasonable adjustment or other assistance to apply for this role please contact the Recruitment Team at staffrecruitment@citizensadvicesandwell-walsall.org or call 07841 599390. **Please note CV's will not be accepted.**



What we give our staff

We value all our people and can offer a **supportive culture** within a charity setting that is committed to social justice. All of the roles below attract a rewarding remuneration package with excellent terms including:

- A flexible 37 hour working week
- Pension scheme
- Generous holiday entitlement (26 days per year in addition to bank holidays)
- Refer a friend/family member incentive scheme
- Annual pay reviews