

Job Description



Job title:	Critical Time Intervention (Connect) Team Leader
Department:	Client Services
Reporting to:	Operations Manager
Salary:	£36,905 per annum
Hours:	35 hours per week
Location:	Based at Crisis Skylight Merseyside with a substantial amount of outreach services delivered across Merseyside
Contract type:	Fixed term contract (12 months)

This role will lead a new team to provide intensive support for a time-limited period after, release from Liverpool prisons and other North West prisons for those with a Local Connection to Liverpool, Wirral, St Helens or Sefton to access and sustain private rented accommodation. Interventions are based on the principles of a Critical Time Intervention approach and the Team will work to a light CTI model to see if CTI, run close to model fidelity, will enhance the likelihood of a successful transition from prison to the community and sustainment of a tenancy. The Team Leader role is an essential element of the model, providing leadership and case management support. The role will also ensure accountability within the CTI framework and fidelity to the model within a GB context.

Aim and influence

- To lead a team of CTI connect workers to support men and women leaving prison /short term temporary accommodation for offenders, and being settled in the community in the private rented sector, using a time limited phased support model – (Critical Time Intervention).
- effectively support men and women leaving prison/short term temporary accommodation for offenders, and being settled in the community using a CTI model.
- To establish and nurture a culture of support and person centred working, including motivational interviewing, psychologically informed approaches and trauma informed work which reflects the client group.
- To run weekly case management meetings, ensuring presentation of all cases, identification of complex cases requiring further interventions and that all cases are tracked through the 3 CTI phases.
- To provide reflective practice and supervision for staff, and access to clinical support where necessary.

Progression Coach, Merseyside, November 2020 – Job Pack

- To deliver person centred work; having an understanding of the problems of resettlement for ex-offenders, basing decisions and developing a plan which prioritises their goals and priorities
- Ensure that the team links to high quality information, advice and guidance on appropriate services and support (internal and external) to clients
- Use a soft outcomes measurement tool to help clients see the progress they are making using the monitoring and evaluation system to record basic information and the achievement of hard and soft outcomes.
- Financial and supervisory responsibility working within agreed budgets
- Support/management of volunteers may be required acting as peer mentors within the project.
- Working within agreed budgets.

Other key details

- A significant degree of flexibility is required in delivering the service to meet clients' needs; some evening and weekend work will be required and time of in lieu will be given in accordance with Crisis TOIL policy, where outside of agreed working pattern.
- You must be willing to travel across the UK for training and meetings. In some instances, this will require overnight stays.
- A satisfactory enhanced disclosure from the Disclosure and Barring Service is required for this role. Crisis Skylight Merseyside (CSM) works with young people aged 16 and 17 and so the check will also establish the successful applicant's suitability to work with children as well as vulnerable adults.

Organisational chart



Please note structure is subject to change

Job responsibilities

- To provide leadership and direction to a team of workers which complies with the CTI model
- To provide a motivational environment for staff, conducting regular 121s, appraisals and performance reviews, addressing performance issues as required
- To work with Research and Evaluation to ensure data is collected and analysed and the service complies with the CTI model.
- To ensure the team provide person centred support addressing people's multiple needs and issues around being housed from prison/short term temporary accommodation for offenders, within a time critical CTI framework
- To ensure the team provide support which works with the person, identifying goals and milestones that they want to achieve and working with them to establish the relevant links that will help them
- Build positive relationships with Skylight clients and provide motivation and support around external progression opportunities, enabling them to build their skills and resilience and fulfil their potential
- Build and develop good working relationships with statutory and other organisations which enable the member to achieve their goals within the community and provide some flex to the usual systems and procedures to enable this to happen
- Work closely with Offender Managers/Probation Officers, specifically in relation to the necessary risk management of individual cases.
- Work closely with the Landlord Liaison Officer and other colleagues to identify and secure affordable and sustainable private rented homes for our clients and ensure that there is excellent communication with landlords.
- To be aware of and support staff to manage potential risk and vulnerabilities posed by and to tenants and address them accordingly when identifying potential properties with support from other Crisis staff
- To ensure the team signpost clients to relevant support services delivered by external agencies and organisations. If needed, to support the CTI workers to undertake advocacy on behalf of clients to enable them to access external provision and challenge provision where it is exclusionary.
- To support the team to work towards agreed key performance indicators in areas such as improved housing, re offending, social networks, health and wellbeing, employment and further education.
- To support the team to follow-up developments with clients and monitor progress after any onwards referral

Monitoring and Evaluation

Progression Coach, Merseyside, November 2020 – Job Pack

- Fully engage with the monitoring and evaluation process by collecting the relevant information, updating records on the database and liaising with other relevant staff to avoid duplication
- Contribute to regular reports demonstrating the outcomes (hard and soft) achieved in line with targets set
- Ensure that clients' feedback is recorded and where appropriate, acted upon, including supporting clients seeking to make a complaint through the formal complaints process

Contribution to the team

- Promote Skylight and the benefits of engagement and learning to a variety of audiences including potential clients, volunteers, funders, other service providers, statutory agencies and the local community
- Contribute to the continuing development of the service by contributing ideas for activity and service innovations
- Encourage and support member involvement within Skylight and ensure the successful delivery of all relevant aspects of the member involvement strategy, such as member forums
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Demonstrable track record of managing staff or volunteers successfully within a support environment, using coaching, IAG or psychologically informed approaches with people who have experienced homelessness, social exclusion or similar disadvantage.
- 2 An understanding of the link between the criminal justice system and homelessness and an appreciation of the causes and links between homelessness and multiple needs
- 3 Experience of delivering person centred support preferably showing progression through services, offering coaching and mentoring, learning support and/or personal development training, ideally working to matrix standards

Progression Coach, Merseyside, November 2020 – Job Pack

- 4 Knowledge of the issues affecting homeless people including housing, welfare issue, substance misuse, offending behaviour and social isolation
- 5 Understanding the needs of private landlords and the barriers and opportunities faced by people moving out of homelessness and into housing – with the ability to identify/ bridge any perceived differences to the benefit of all parties.
- 6 Good knowledge/understanding of Housing Law and welfare benefits, including the implications of all applicable legislation and tenancy management.
- 7 Ability to review and appraise the development of clients and use this information to co-produce plans reflecting their personal goals.
- 8 Excellent at networking and sourcing opportunities in or to provide local connections, with the ability to advocate for our clients and develop relationships at a strategic level which assist them to meet their goals.
- 9 Excellent communication skills, including the ability to effectively negotiate and mediate between parties who may have different priorities, and to broker mutual agreements
- 10 Ability to identify, manage and minimise potential conflict situations, whilst complying with safeguarding procedures
- 11 Organised and able to deal with conflicting priorities whilst keeping track of individual progress against time limited goals
- 12 Strong team player who is driven to work within a team, whilst also able to work on own initiative, and able to analyse and present complex information to colleagues and reflect on own practice
- 13 Proficient in the use of Microsoft Office packages, experience of data entry and interpretations together with the creation of reports to support service development using a case management system.
- 14 Commitment to Crisis' purpose and values including equality and social inclusion
- 15 Ability to drive and access to own transport, including the Willingness to travel within the Liverpool City Region as required

Desirable

- 16 A working understanding of Critical Time Intervention and the application of the model to a UK context

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

How do I apply for a job?

Most of our roles are advertised via *Crisis Jobs Online*, a secure recruitment portal. Once you have registered, you will be asked to provide some personal details as well as information about your work experience, education and referees who can be contacted if you are offered the role. You will also be required to complete a personal statement, demonstrating how you meet each of the points on the person specification for the job.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the HR Team on 020 7426 3814 / 3819 / 3864 or by email at human.resources@crisis.org.uk. It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the **personal statement** section. When completing this, please reference **each of the points listed in the job description** in the order in which they appear. There will be 15 boxes, so if there are less than 15 points, you won't need to use all the boxes.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

S or T – Situation or task

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against all the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies as well as the national and sector media where we advertise most of our roles.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above or put in responses against all the person specification points where previously you hadn't.

Crisis Jobs Online

I would like to re-apply for a vacancy but I cannot submit my application. What should I do?

If a role has been re-advertised, you will need to create a new account with a different email address to re-apply. Where the position has been re-advertised with a different reference number then you shouldn't have any problems using your existing account.

I have registered to apply for a vacancy but now I'm unable to access my account and can't seem to reset my password. How can I get access?

You should follow this [link](#) to reset your password and allow 15 - 20 minutes for a new password to arrive. We find that emails can go to junk or clutter folders so it's worth checking there. As Crisis Jobs Online is managed by an external provider we are unable to access the email addresses registered or provide further information on your password, but following this step should resolve the issue.

Progression Coach, Merseyside, November 2020 – Job Pack

If you did not receive a welcome email when you registered, there may have been an error in the email address that you provided. Unfortunately, there is no way to resolve this and you would need to re-register with the correct address.

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the HR Team on 020 7426 3814 / 3819 / 3864 or by email at human.resources@crisis.org.uk for further information or support.