

## Sodexo CRC's South Region Job Description

Function:	Through the Gate (TTG)
Position:	<b>Women's Through The Gate Link Worker</b>
Immediate manager (N+1 Job title and name):	Team Manager
Additional reporting line to:	<i>TBC if necessary</i>
Position location:	HMP Peterborough
Pay band	Band 3

### 1. Purpose of the Job – State concisely the aim of the job.

To contribute to reducing reoffending, changing lives for the better and improving the quality of life for those under CRC supervision through effective delivery of probation services.

This role will focus on supporting all three of the Sodexo owned Community Rehabilitation Companies (CRCs) in the South region, namely: (1) Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire (BeNCH); (2) Essex; and (3) Norfolk and Suffolk (N&S) CRCs to deliver high quality and effective 'through the gate' (TTG) services for our women service users.

As the single point of contact for the 3 CRCs, you will build effective working relationships with prison and CRC staff, and with our operational and local partners, in order to ensure that our women experience a consistent, coherent and comprehensive service. It is critical that women receive the right interventions in custody and this journey of change continues in the community. Therefore, managing the flow of information between custody and community, and assisting with arrangements for release will be central to this role.

**2. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensure excellent communication with CRC staff and operational partners to enable a fully joined up Through The Gate (TTG) service.
- Lead point of contact for CRC staff and partners.
- Lead point of contact for data and information – ensuring there are clear processes in place to gather, store and share the right information at the right time.
- Motivate women to engage with the appropriate interventions in custody.
- Be a trauma informed practitioner, with a sound underpinning knowledge of the impact of domestic abuse and modern slavery (sex work) in order to develop and support work on these pathways.
- Develop external relationships and build a network with women's services across BeNCH, Essex and N&S.
- Support prison and CRC colleagues through the provision of advice and guidance to develop and maintain performance
- Participate in internal and external audits.

**3. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Develop and maintain a comprehensive working knowledge of all in custody provision in HMP Peterborough.
- Develop and maintain a comprehensive working knowledge of all women's services across BeNCH, Essex and N&S.
- Develop and maintain links with women's leads and champions across BeNCH, Essex and N&S.
- Identify all BeNCH, Essex and N&S women in HMP Peterborough (your caseload).
- Meet our women to motivate them to engage with in-custody services, identifying barriers to engagement, and ensuring that this work can be followed up on release.
- Engage our women with the opportunities and expectations of release on licence/PSS.
- Meet all recalled women on return to custody to help identify what went wrong, and what needs to be put in place for next release; and/or facilitate a telecall with CRC Responsible Officer to do the same.
- Record and share information and actions (on approved systems).
- Facilitate telephone calls between Responsible Officers, CRC staff and partners to facilitate release plans.
- Arrange and/or confirm 'meet at the gate' arrangements for all women for their day of release.
- Capture and collate service user feedback to inform service development.
- Meet regularly with other members of the resettlement service team (e.g. St Giles and DWP) to review BSCT 2 for women, TTG delivery, support liaison between them and the CRCs; also avoiding duplication between roles.
- Contribute to relevant multi-agency safeguarding arrangements to assess, manage and reduce the risk of harm to others, children and self.

**General Responsibilities:**

- To undertake training as required.
- To engage in regular supervision and appraisal/performance development review with line manager.
- To adhere to HMP Peterborough, South Region and/or seconding CRC policies and procedures.

**4. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Improve the effectiveness of the TTG service delivery through the take up of in-custody provision and the successful completion of resettlement plans.
- Contribute to the take up of the 'meet at the gate' service.
- Contribute to a reduction in women recalled to prison.
- Evidence improved custody/community communication, information sharing, record keeping and data provision.

**5. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

#### Service Spirit

- Places women service users, communities and colleagues at the heart of all activity.
- Utilises trauma informed practice skills, knowledge and experience.
- Commits to improve the TTG service delivery, through a continuous improvement approach.
- Owns the performance of the TTG services by accurate record keeping and data provision.

#### Team Spirit

- Values diversity and equality in all aspects of this role.
- Excellent communicator – facilitating the necessary joined up approach to TTG services.
- Knowledge and experience of supporting victims of domestic abuse and modern slavery (sex work).
- Encourages others to progress and develop.
- Displays resilience and does not take set backs personally.
- Acts collaboratively and acknowledges the contributions of others.
- Takes responsibility for own learning and development.

#### Spirit of Progress

- Anticipates and adapts to new circumstances, constantly looking to create value and growth.
- Openly encourages new thinking, perspectives and innovation.
- Challenges their own thinking, and that of others, with humility.
- Admits to and learns from mistakes.
- Excellent IT, communication and presentation skills.

**6. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided	Leadership & People Management	
Rigorous management of results	Innovation and Change	
	Brand Notoriety	