



Direction Hub Co-ordinator – Offender Rehabilitation Support

Bedford | £21,000 - £24,000 per annum

Job Function: Social Care

Industry Sector: Charity & Not-for-Profit

Direction Hub Co-ordinator – Offender Rehabilitation Support

Bedford or Central Bedfordshire (with regular travel to meet partners and service users across Bedfordshire)

Are you an adaptable individual with great customer service skills? Do you have an understanding of the criminal justice sector and offender rehabilitation?

If so, this is a brilliant opportunity to support the delivery of a ground-breaking service that is changing lives.

Who will I be working for?

YouTurn Futures is an exciting, innovative charity that aims to reduce reoffending and crime, combat anti-social behaviour and build social inclusion. We boast an unparalleled depth of expertise within these areas as well as the skills to make a difference and develop real rapport to change lives.

Our Direction service is a dedicated, confidential service for ex-offenders, vulnerable people, their families and other professionals. We offer free advice and guidance in signposting individuals to the support they need, including recovery from addiction, help with employment, financial advice, health and wellbeing support. These pathways help to reduce reoffending and we work with a number of partners to ensure that service users succeed.

We're looking for a Direction Hub Co-ordinator to join us on a fixed-term contract

until March 2022, which has the potential to extend subject to funding.

What are the benefits?

- Salary of £21,000 - £24,000 per annum DOE
- Generous pension arrangements
- 29 days' holiday per annum plus Bank Holidays

This is a fantastic opportunity to use your relationship-building skills for a great cause and bring together statutory, voluntary and community agencies to support people in need.

In this important role, you will help us to provide resources for people wanting to move away from crime, as well as a preventative tool for those whose socio-economic situation may lead to criminality.

We are passionate about our cause and believe that working in partnership with others is the best way to make a difference in people's lives. If you want to make a positive impact and give people the direction they need to lead a happy, healthy life, we'd like to hear from you.

What will I be doing?

As a Direction Hub Co-ordinator, you'll facilitate the delivery of a co-ordinated response service to support ex-offenders, vulnerable people, their families and other professionals.

Working with partners from a variety of sectors, you will carry out service user needs assessments and create reoffending reduction plans to help our partners deliver the best support possible.

Additionally, you will:

- Handle enquiries and referrals (both on the telephone and in person)
- Refer cases to partner agencies and ensure appropriate interventions and follow ups are delivered
- Research and develop relationships with support agencies to ensure that our service users have access to as much support as possible
- Identify opportunities to provide, promote and co-ordinate the delivery of restorative justice
- Review and maintain information on the Direction website

What do I need?

To join us as our Direction Hub Co-ordinator, you'll need:

- Good working knowledge of the criminal justice sector and an understanding of offender rehabilitation

- Experience of working collaboratively with partners and taking a proactive approach to networking and building relationships with different organisations
- Experience of providing high standards of customer service to people with potentially complex needs OR an NVQ Level 2 (or above) in Customer Service
- The ability to communicate tactfully and effectively, both verbally and in writing, with a wide range of people
- To exercise discretion and apply professional judgement in identifying appropriate solutions and solving problems to meet the needs of service users

Other organisations may call this role Service Co-ordinator, Community Outreach Officer, Community Support Worker, Outreach Officer, Agency Co-ordinator, Service Hub Co-ordinator, Justice Services Co-ordinator, or Offender Co-ordinator.

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So, if you are ready to make a difference in a hands-on capacity as a Direction Co-ordinator, please apply via the button shown. This vacancy is being advertised by Webrecruit. The services advertised by Webrecruit are those of an Employment Agency.

Working hours: 35 hours per week

Date Posted:

26th August 2020

Type:

Contract

Job Ref:

HKWYI0710/CC-HL

Status:

Full-time

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