

Direction+ Caseworker x2 - Offender Rehabilitation Charity (Full-Time or Part-Time roles)

Based in Bedford or Luton with the opportunity for some home working (and with regular travel to visit 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 fantastic opportunity to support the delivery of services that are transforming lives throughout Bedfordshire.

About Us

Launched in 2014, YouTurn Futures is an exciting, innovative charity that aims to reduce reoffending and crime, combat anti-social behaviour and promote social inclusion.

We deliver a range of frontline services to support offenders and vulnerable individuals. This includes:

- Direction for Bedfordshire, a dedicated confidential service offering free guidance in signposting individuals to support, including recovery from addiction, help with employment, financial advice, health and wellbeing support
- Conditional Cautioning, which provides 1-2-1 sessions and rehabilitative opportunities to offenders before they find themselves within the Criminal Justice System and court process
- Supportive Pathway, a scheme which offers 1-2-1 support to people aged 16 - 25, helping them to turn their lives around, build their self-esteem and move away from crime
- Departure Lounge, working with other professionals to support people on release from prison

We're currently looking for two Direction+ Caseworkers to join us on fixed-term contracts for 12 months, which have the potential to extend subject to funding. We are also eager to hear from people who are interested in part-time positions.

The Benefits

- Salary of £23,000 - £26,000 per annum DOE
- Generous pension arrangements
- 29 days' holiday per annum plus Bank Holidays
- Gain invaluable experience in the criminal justice sector

This is a superb opportunity for an individual with an in-depth understanding of the criminal justice sector and experience of providing high standards of customer service to people with potentially complex needs, to support the development, delivery and growth of initiatives that are providing a lifeline to vulnerable people.

You'll be pivotal to delivering our goal of moving individuals away from negative influences and supporting them to make better life choices.

Not only will you be supporting vulnerable people and changing lives, but you will be gaining invaluable experience which you can use to grow your skill set and knowledge and take with you as you develop your career in this sector.

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.

The Role

As a Direction+ Caseworker, you'll help to deliver a range of frontline services that support offenders and vulnerable service users across Bedfordshire.

You'll support the success of Direction for Bedfordshire, Conditional Cautioning and Supportive Pathway, delivering all initiatives with a non-judgemental, person-centred and needs-based approach, as well as possibly undertaking work at Bedford Prison.

Additionally, you will:

- Carry out service user needs assessments and develop reoffending reduction plans
- Co-ordinate and deliver drop-in centres to meet with service users face-to-face
- Identify and manage risk, notifying other agencies as appropriate
- Develop and deliver offender case management systems
- Ensure that the information on our website is accurate

About You

To join us as a Direction+ Caseworker, you'll need:

- Experience of providing high standards of customer service to people with potentially complex needs OR an NVQ Level 2 (or above) in Customer Service
- 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
- The ability to communicate sensitively 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
- Proficient MS Office skills
- Suitable for a graduate with work or voluntary experience in service or criminal justice roles

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

To ensure that we better reflect the communities we serve, we welcome applicants from diverse and ethnic minority backgrounds.

So, if you're looking to make a difference as a Direction+ Caseworker, 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

To apply: <https://www.webrecruit.co/job-seekers/job-details/?id=3A29L>