**Role Profile**

**ROLE TITLE Community Engagement Officer**

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| **REPORTS TO: Team Manager** | **ROLE BAND: Grade 6** |
| **DIRECTORATE: J&H** | **NO OF DIRECT REPORTS: 0** |
| **DBS REQUIRED: Yes** | **LEVEL OF DBS: Enhanced**  |
| **QUALICATIONS REQUIRED:**  |

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| **PRIMARY PURPOSE OF THE ROLE:** |
| To implement a consistent volunteer recruitment and training model across the region. To oversee a team of mentors and volunteers to support serving and recently released prisons and those serving community sentences to overcome multiple needs as they move between prison custody and into the community. To support the Management Team with engagement into the wider community, including developing and maintaining partnerships, identifying opportunities for collaboration with partners to meet the needs of our service users.  |

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| **KEY RESPONSIBILITES:** |
| * To work with the Management Team on devising and developing a specific training module for mentoring volunteers.
* Support the Management Team in the on-going coordination of volunteer and peer support (VPS).
* To recruit, oversee the training of and manage a team of volunteers and peer mentors to provide the peer mentoring relationships.
* To set up, develop and oversee the Peer Mentoring Project in the community.
* To ensure the mentees are able to; Provide information, support or to signpost service users to relevant services they may require; Offer support, advice and encouragement to isolated individuals; Empower people to make positive and informed life choices.
* To supervise the mentees both individually and as a group.
* To attend and participate in relevant meetings and give reports or presentations when required.
* Ensure that the immediate environment of the service user in relation to service provision is well maintained, clean, tidy and assessed for any fire and health and safety risks. This should be achieved by taking appropriate follow up action directly or through the relevant third party.
* Use resources efficiently and effectively, ensuring proper use and security at all times, and maintaining and checking all equipment and resources in own area of responsibility. This includes working within set budget and financial limits.
* Work collaboratively in a multi-agency setting as required. This includes maintaining professional relationships and appropriate confidentiality of information.
* Attendance at local forums to develop partnerships and establish volunteer recruitment pathways.
* Comply with protocols, policies and security of any statutory agency partner, if based with the partner agency.
* Respond to internal or external complaints promptly, challenging any anti-social behaviour and reporting any risks.
* Maintain up to date records and produce relevant reports as required. This includes inputting information to appropriate systems as per contractual and Nacro requirements, and producing required evidence and reports in a timely manner.
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| **PROFESSIONAL & TECHNICAL EXPERTISE** |
| * An understanding of the support needs of people under supervision of the Probation Service from a diverse range of backgrounds, often with multiple and complex needs and advocate on their behalf for appropriate accommodation.
* Ensure individual expertise and subject area knowledge is up to date through Continuous Personal Development, including sharing good practice, engaging with training and acquiring / maintaining any individual qualifications required of the role.
* Effective training delivery skills.
* Ability to design and evaluate effective VPS approach/package.
* Coordination and organisation skills.
* Ability to listen and communicate effectively.
* Work collaboratively in a multi-agency setting as required. This includes maintaining professional relationships and appropriate confidentiality of information.
* Strong interpersonal skills to build rapport with stakeholders at all levels.
* Ability to understand, interpret and to effectively and appropriately relay information relating to previous convictions, Offending Behaviour and levels of risk.
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| **ORGANISATIONAL PERFORMANCE AND COMPLIANCE** |
| * Actively contribute towards meeting team performance targets in respect of the service.
* Participate in staff meetings, supervision meetings, training, team development sessions and appraisal meetings
* Positively promote and represent Nacro at all times, building strong relationships with colleagues to work as part of an integrated team focused on meeting the needs of service users/learners.
* Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols.
* Act in line with, promote and carry out all responsibilities with full regard to Nacro’s Equality and Diversity Policy.
* Adhere to governance regulations and confidentiality when dealing with service user information. Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols.
* Notify the Service Lead of any potential data breaches.
* Ensure you follow Nacro’s financial regulations, policies and procedures at all times and always act within your delegated authority.
* Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
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