



## Community Case Manager - Job Description

<b>Job Title:</b>	Community Case Manager (4TIFY Programme)
<b>Reference:</b>	4FP111
<b>Location:</b>	Grahame Park Estate, Colindale (NW9)
<b>Reporting to:</b>	Director
<b>Hours:</b>	Part time (28 hours per week)
<b>Contract:</b>	1 year (with possible extension)
<b>Salary:</b>	£24,000 - £26,000 (pro rata - dependent on experience)

### **Organisational Information**

The 4Front Project is a youth-led social enterprise on a mission to empower young people and communities to live free from violence. We aim to:

- Reduce serious youth violence
- Raise awareness of the causes and possible solutions to serious youth violence
- Provide a platform for authentic voices to be heard
- Empower people to take control of their lives and positively impact their community.

We address violence by creating bespoke, holistic, youth-led interventions that are delivered in community, educational and criminal justice settings. Our programmes focus on personal development, social action and legal empowerment. We engage in effective campaigning and advocacy work, mobilising young people to challenge the systemic conditions that generate violence. We utilise peer legal education as a mechanism for catalysing change, enabling young people to analyse the social issues that affect them through a legal lens. Our work strives to improve the mental health and emotional wellbeing of vulnerable young people. We specialise in supporting young people with a range of complex needs, including young people who have been Involved in or affected by serious violence.

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## 4TIFY Programme

In the dictionary, to *fortify*, means to provide defensive works as protection against attack. Its synonyms include to strengthen, surround, secure and protect. This ethos embodies the approach that our 4TIFY programme takes.

4TIFY is a hyper local youth-led intervention programme which aims to improve the mental health and emotional wellbeing of young people affected by serious youth violence in Grahame Park Estate. 4TIFY is a membership programme which provides tailored support to 75 young members aged 13 - 25, through several strands of activity, including:

- Specialist case management
- One-to-one peer emotional support, guidance and mentoring
- Targeted group interventions
- A drop in service
- A boxing club

## Purpose of the role

You will be required to provide specialist support to 4TIFY members and provide management and supervision for volunteer mentors who work with these members.

### **Key responsibilities:**

- Managing the provision of high quality, reliable support services tailored to 4TIFY members
- Delivering specialist case management including providing advice, guidance and mentoring to support the mental health and emotional wellbeing of members through regular one-to-one meetings and consistent communication
- Ensuring the personal, educational, creative and social developments of members, helping them reach their full potential
- Identifying how the needs of members can be met through regular assessment and review - enabling members to develop new tools and skills to change behaviour patterns and support their independence, emotional intelligence and self-awareness

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- Create a personalised action plan with each member tailored to their individual needs, creating realistic goals and providing accountability to enable them to reach their goals
- Protecting vulnerable members and accommodating their mental health problems, learning difficulties, disabilities, and other complex needs by creating a safe and supportive environment where they feel accepted and welcomed
- Promoting effective communication tools for members to support the strengthening of their relationships with families and wider communities
- Providing members with institutional support including criminal justice, education and training support, enabling members to understand the services and agencies that are working with them
- Liaise with a range of other services including social services, YOT and legal services, where applicable
- Identifying where specialist support is required and facilitating referrals for members with unaddressed issues
- To actively manage, monitor, achieve and report on individual and team daily, weekly and monthly performance targets
- To maintain appropriate records using the allocated systems and ensuring these are wholly accurate, up-to-date and completed in a timely manner.
- Delivering group intervention workshops as and when required
- Supporting the delivery of creative projects to support the expression of members including the creation of films, poetry, music and any other art form
- Managing and supervising volunteer mentors who are supporting members in several strands of activity including in group sessions
- Carry out regular risk assessments for services and activities, ensuring you create and ensure a safe and appropriate environment at all times
- Minimise risk to yourself, members and volunteers during emergency situations
- Engaging in advocacy to support members' interests.
- Developing an extensive understanding of the youth violence culture and attending relevant training and meetings to support the further development of knowledge

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- Undertake administrative tasks as required

## **General responsibilities**

- Committed to working flexibly, including being available to work in the evenings and occasionally on the weekend, across a range of delivery locations as and when required
- Attend team and individual training as identified through supervision with the Director and any external supervisors
- Understand and adhere to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times - child protection procedures must always be followed and the safeguarding of members must always be prioritised
- Ensure that the Code of Conduct and all policies of the Company are fully applied at all times
- Ensure a strong commitment to The 4Front Project's vision, mission, principles and values

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## Person Specification

### **Essential experience**

- Experience of successfully engaging vulnerable young people with complex needs who may be reluctant to discuss their needs
- Experience of supporting young people who have experienced the criminal justice system and those who have been victims of serious violence
- Experience of assessing the needs of young people and providing tailored support to meet those needs, including making referrals to specialist services
- Experience of improving the emotional wellbeing of young people and motivating them to overcome significant barriers
- Experience of facilitating group interventions, including delivering targeted group workshops
- Experience of working robustly within challenging and unpredictable environments
- Experience of supervising and supporting other staff and/or volunteers

### **Desirable experience**

- Experience of liaising with statutory services, and other agencies and institutions
- Experience of coordinating creative projects
- Experience of organising youth events
- Experience of campaigning and advocacy

## Other Information

The 4Front Project is committed to safeguarding and promoting the welfare of all young people who engage with our services. We expect all staff and volunteers to share this commitment. The successful candidate must undergo an Enhanced DBS check, on the basis that the post involves contact with children, young people and vulnerable adults, in accordance with the Rehabilitation of Offenders Act (1974).

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## How to Apply

**THE CLOSING DATE FOR APPLICATIONS IS  
FRIDAY 21ST September 2018 AT 10.00AM**

\*Please note we would like this position to start in October 2018\*

### **Important dates**

You must be available to attend:

- An initial interview on either 24.09.2018 or 25.09.2018
- A practical interview on 27.09.2018 (evening)
- Training and Induction:
  - 02.10.2018 (5.30pm - 8.00pm)
  - 03.10.2018 (5.30pm - 8.00pm)
  - 06.10.2018 (10.00am - 4.00pm)

To apply for this position, please send a comprehensive and relevant CV with a supporting statement. Your supporting statement should address each point of the person specification. Shortlisting is made easier if you address each point in turn. Supporting statement should be no longer than one and a half pages.

Applications should be emailed to [info@4frontproject.org](mailto:info@4frontproject.org). Please ensure you quote the job reference number in the subject line of your email. If you apply by post, please quote the job reference number in your cover letter.

Finally, please ensure that you have included mobile, work and home telephone numbers and details of at least two references. Appointment is subject to successful vetting and satisfactory written references.

If, after reading the application pack, you have any specific questions, please contact us at [info@4frontproject.org](mailto:info@4frontproject.org).