

POST TITLE	JUSTICE SUPPORT WORKER
DIRECTORATE	CHILDREN, EDUCATION AND JUSTICE SERVICES
SERVICE	JUSTICE SERVICES
RESPONSIBLE TO	SENIOR SOCIAL WORKER
NUMBER OF POST HOLDERS	2
ACTING UP/ SECONDMENT	NOT APPLICABLE

PURPOSE OF JOB

To support people, in prison or the community, on a statutory or voluntary basis, contributing to safety planning, risk assessment and risk management services and interventions, to reduce reoffending, vulnerability and harm and support desistance and wellbeing.

Justice social work services are provided within the framework of the Social Work (Scotland) Act 1968, National Objectives and Standards for Social Work Services in the Criminal Justice System, and Council policies and guidelines.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- To work with case managers (social workers) to support people with complex needs on an individual or groupwork basis, in prison or in the community, as required by the supervising social worker or Senior Social Worker.
- Contribute to the delivery of duty systems
- Support the facilitation of groupwork and training including the management of equipment, rooms and practical tasks, as directed by the Senior Social Worker.
- Participate in multi-agency meetings and reviews, and provide support to people who use our services in these meetings as appropriate, and provide support and feedback to the case manager or senior social worker.
- To provide practical support and information and to liaise with partner agencies e.g., community based social work, housing, mental health, substance misuse and those providing activities that support recovery, for the purposes of safely promoting social inclusion
- Undertake IT tasks and administrative duties that support the work of the team
- Undertaking all work in line with relevant legislation, public protection and other national and departmental policy and procedures and accredited standards and manuals, as appropriate.
- Maintain awareness of services in order to respond to issues related to, for example, housing, parenting, substance use, mental health and welfare rights
- Attend and participate in team and other meetings, duty systems and trainings as required.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Have an HNC in Social Care or equivalent and excellent communication and interpersonal skills – verbal, non-verbal and written
- IT skills, or a willingness to learn and use IT recording systems and databases.

In consultation with the Supervising Social Worker or Senior Social Worker the CJW is required to:

- Contribute to the gathering of accurate, factual and relevant written information including ascertaining pertinent information relating to risk and need which contributes to social work assessments
- Identify the needs, skills and abilities of people receiving a service on a voluntary or statutory basis, make appropriate referrals and consider the impact of specific referrals to reduce risk and vulnerability
- Work with competing demands and manage conflicting priorities, ensure deadlines are met and to adapt to change, ensuring that the service provision is continuous in meeting the demands of individuals and partners.
- Provide direct support to people in complex situations where there are high levels of risk or vulnerability, working closely with other professionals i.e., child and adult protection concerns, SPS staff, children's social work services, Health and Social Care, and NHS colleagues.
- Undertake lone working to support people to access services and interventions identified in case or risk management plans
- Establishing an in-depth understanding of each client, the type of risk they pose, to whom and under what circumstances, are key factors in this role coupled with the ability to decide if risk is imminent. Justice Support Workers must be able to synthesise information, collect facts and remain calm when making fast decisions in what can be rapidly changing situations.
- Exercise discretion in making decisions that affect the safety and liberty of service users and balancing that with public protection. Individuals may present with challenging, risky and dangerous behaviour (to themselves or others) and it is the worker's use of discretion as to how they respond to this behaviour that is critical. Where issues arise of a significantly complex nature, then these should be referred and discussed with the Senior Social Worker or Team leader.
- Contribute to the development of training materials and co-facilitate when required, alongside social work staff
- Maintain effective communication and safe information sharing, facilitating this with multidisciplinary professionals i.e., manage highly sensitive information, compliance with the Data Protection Act 2018, and government cyber and resilience standards
- Maintain up to date knowledge of the Scottish justice system and legislation, and an understanding of the justice system relating to the Probation Service for England, Wales and Northern Ireland, adult and child protection, promoting and delivering a high standard of practice
- Initiate and maintain contact and relationships with people to motivate and engage them as per the requirements of case and risk management plans developed by the case manager
- Build relationship with colleagues who are key partners in the community and Prison estate, including Prison Based Social Work team, Scottish Prison Service staff, Community based social work staff including Justice, Children Services and Health and Social Care Partnerships, Probation Service for England, Wales and Northern Ireland, NHS staff, Third sector agencies, Parole Board Case management staff and Local Government agencies
- Understand professional and personal authority, how to exercise discretion appropriately and make decisions within the context the role and task and professional accountability e.g., Ability to assess when tasks require professional assessment by social work colleagues, exercise discretion and respond to need while lone working
- Use pro-social modelling techniques and trauma informed practice to engage, interact and be motivational.
- Are required to join the PVG scheme/undergo a PVG scheme update prior to a formal offer of employment

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Complete and pass the training required in the specific to the environment i.e., Fire warden, first aid, SPS Talk to me, SPS Keys, and SPS anti-corruption training, and will maintain establishment security and key holder protocols, and CEC Procedures and Policies
- Be required to work closely with people who present a high risk of sexual and violent harm. Individuals may present with offensive, hostile, and aggressive and, in extreme cases, assaultive behaviour.
- Be exposed to reports and risk assessment material which may be graphic in outlining sexually and/or violently harmful behaviour towards others, sometimes involving children, and selfharmful behaviour, and be expected to maintain boundaries and remain objective in managing this information
- Present with emotional resilience to manage complex presentations and challenging behaviour, and in high security environments and in community settings

When working in the high security prison environment, respond to safety instruction from SPS staff and report any concerns i.e., relating to suicide, self-harm or risk to others, without delay including contact emergency services or SPS staff Will participate in professional supervision at a frequency in line with the supervision procedure and working pattern

- Adhere to the lone working procedure, risk assessing any planned activity in line with this and any associated procedures, including Health and Safety procedures

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- This post does not involve the direct supervision of staff.

RESOURCES

- The post will be responsible for a range of office equipment and will update and maintain data.
- Maintenance of data/information will be a key function of the role and will relate to CEC systems only for the community-based posts but would also include SPS systems if working in the prison. This will include managing highly confidential and sensitive information, under the supervision of the senior social worker or social work case manager.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).