

St Giles

Turning a past into a future



wise group

Building bridges to opportunities

Job Description – Regional Lead (Engaging with People on Probation)

Post:	Regional Lead (Yorkshire/Humberside and East Midlands)
Responsible to:	Project Lead (EPOP)
Responsible for:	Coordinating regional delivery of EPOP contract activities, managing implementation of self-assessment tool & action planning, and Peer-led (lived experience-led) consultancy with NPS
Hours:	35 hours per week, all flexible working options considered
Grade:	Band 4
Location:	Each Regional Lead will be responsible for 2 x NPS regions North East & North West England Home Based with regular travel across region
Holiday:	23 days + bank and statutory holidays

Vetting process will be in accordance with Cabinet Office Baseline Personnel Security Standards (BPSS) and will include Enhanced DBS check.

SUMMARY

St Giles is an award-winning social justice charity using expertise and real-life past experiences to empower people who are not getting the help they need. People held back by poverty, exploited, abused, dealing with addiction or mental health problems, caught up in crime or a combination of these issues and others. We show people there is a way to build a better future for themselves and those they care about and help them create this through support, advice, and training. Our peer-led services form the backbone of our work, putting people with lived experience at the centre of

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delivery, design, and evaluation of support and services across the UK.

The Wise Group is a leading social enterprise working to lift people out of poverty. As an enterprise, we build bridges to opportunity for the most vulnerable in our society. Our team does this through mentoring support, employment, skills, and energy advice. Every day we support our customers into jobs, work to lift people out of fuel poverty, and help people coming out of prison to build a better future. Our work is varied and underlying everything we do is a passion and commitment for social justice and a fairer society for all.

St Giles and The Wise Group came together to form a partnership with the aim of supporting the Probation Resettlement reforms by offering a high-quality service underpinned by staff who have lived experience and cultural competency. To date we have been awarded 17 contracts to deliver Personal Wellbeing and Women's Services across England and Wales. These services will involve delivering a range of resettlement support interventions to people on probation either being released from custody or on community sentences.

The Engaging People on Probation (EPOP) project is an exciting new opportunity to work closely with the National Probation Service as part of a ground-breaking St Giles Wise project, to support NPS's approaches to engaging with People on Probation (POP) without the need for external support from a third party or contractor.

As a Regional Lead you will be responsible for managing and co-ordinating a range of activities across your **two** allocated NPS regions. This will include the following:

- Co-ordinate activities required to implement our Engagement Maturity Model (EMM) including self-assessment, action planning and reviews.
- Co-ordinating the work of Peer Consultants, who will be local and available on a sessional basis to co-produce and co-facilitate service user engagement related activities either with POPs, NPS staff or a combination of both.
- Provide the main point of contact for regional NPS senior leaders and EPOP related leads and provide relationship management with the aim of optimising levels of engagement and commitment to the aims of the project.
- Encourage and support POP's to participate in the National Forum.

You will work closely with the EPOP SGW Project Lead, Peer Trainer Co-ordinators, the Comms and National Forum Lead and with a range of NPS teams.

You will also be part of a comprehensive team expected to be mindful of, and promote the Vision, Mission, Values, and strategic aims of the St Giles Wise partnership.

We positively encourage applications if you have previously worked on a client-led support project, have had personal adverse experiences such as homelessness, substance misuse, debt, involvement with gangs etc. This will include experience of the criminal justice system, having served a prison sentence. You will need to demonstrate how your lived experience supports your ability to carry out the role to the benefit of the clients we work with.

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Key Deliverables

- Act as single point of contact for NPS within Region and any HQ communications relating to progress in the region
- Coordinate initial and future assessments against EMM for Region working with local NPS leaders and Peer Consultants
- Assist in Action Plan development, understanding what is required within the region and developing bespoke approach to delivering this
- Coordinate implementation of engagement activities ('interventions'), via Peer Consultants
- Ensure delivery by Peer Consultants is of good quality and delivering impact intended
- Contribute to the supervision of Peer Consultants, ensuring feedback on performance and behaviour (positive and negative) is communicated to Peer Trainer Co-ordinators and provide support where local action is needed to address any issues.
- Act as an EPOP 'champion', promoting and demonstrating the concept and value of POP involvement, challenging areas for development and highlighting good practice
- Proactively identify and support management of risks and issues, escalating to local leadership and/or HQ where appropriate and required
- Collect monitoring and evaluation data, gathering evidence of success and challenges and provide regular reports to the Project Lead and/or Regional NPS management where required.
- Share learning and the evidence base for engagement, with NPS and POP
- Engage with Approved Premises managers and staff ensuring distinct assessment, action planning and review activities take place whilst remaining sensitive to additional restrictions and challenges which may be faced.

What we are looking for from you – Person Specification

When completing your application form please address the points marked with (A) set out below.

Experience

- An understanding and knowledge of the barriers faced by people on probation including the challenges and barriers they face when engaging with criminal justice agencies. (A)
- Strong practical understanding of the value of lived experience in local service design, delivery, and evaluation (A)
- Experience of managing/coordinating a team to deliver a range of activities (A)
- Experience of developing and maintaining professional relationships and influencing at different levels of responsibility and management (A).
- Developing and delivering against action plans, including tracking progress and regular monitoring and reporting (A)
- Experience of supporting people with lived experience to gain new skills and/or deliver high quality services
- Experience in use of tools such as maturity models (or similar assessment & improvement planning methods) to support organisational change (desirable)

Knowledge

- Strong demonstrable commitment to improving EPOP (A)

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- Knowledge and understanding of how the Criminal Justice System works including aims, priorities, roles, culture (NPS-specific knowledge/experience desirable) (A)
- Interest in learning about and being key to consultancy, service design, or culture change / systems change programmes (A)
- Knowledge of anti-discriminatory working practices, and their implications within the working environment; practical application of diversity awareness and unconscious bias in employment
- Knowledge and understanding of the issues faced by project participants with multiple and complex needs, and services / approaches available to offer support on these
- Strong working knowledge of IT, including MS Office, Teams, Zoom, and ideally, online interactive whiteboard software (A)
- Good knowledge of evaluation and research methods, ideally including participatory / lived-experience-led techniques (A)

Skills & Abilities

- Excellent relationship manager, with ability to negotiate and influence (A)
- Strong active listening and communication skills (A)
- Highly organised with good attention to detail, to deliver high quality products (A)
- Ability to manage time and prioritise multiple competing demands, often under time pressure (A)
- Sensitivity to people's experience and ability to treat information as confidential
- Ability to collate information and data and communicate in a range of formats including written reports, presentations and verbal briefings (A)

Attitude

- Proactive, dynamic, and interested in learning new skills (A)
- Passionate about listening to and helping others have their voices heard and help change the way services are delivered for the better (A)
- Committed to helping people with lived experience to gain new skills, lead design and help improve services
- Willing to ask questions, identify new opportunities, and propose new ideas confidently (A)
- Commitment to collaborative ways of working
- Commitment to and understanding of safeguarding and professional boundaries
- Respect for the values and ethos of St Giles Wise
- Personal and professional integrity

What we will do to support you in this role

To assist in the successful achievement of the responsibilities outlined above, we will provide:

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- On-going and targeted learning and development that will support and enable you to deliver the role to a high standard
- A full induction to St Giles Wise and the project
- Continuous support and supervision including reflective practice to develop your learning and skills

Our Values

- Positively ⇔ Empowering
- Persistently ⇔ Supportive
- Flexibly ⇔ Creative
- Proactively ⇔ Empathic
- Actively ⇔ Inclusive
- Clearly ⇔ Communicating