

Job Description and Person Specification

Job Title:	Bridge Mentoring Officer
Project:	The Bridge Programme
Type:	Full time (37.5 hrs p/w) until 30 September 2026 (possible extension depending on funding)
Salary:	£27,570 per annum
Responsible to:	Project Manager

1.1 Job Purpose

To provide mentoring support to service users from Tower Hamlets and Newham, which may include through-the-gate services to successfully and sustainably reintegrate them into society and reduce reoffending.

1.2 Major duties and responsibilities

Service users mentoring

- 1 To screen and assess the needs, risks and challenges of service users referred to the project and manage a caseload of service users
- 2 To work with service users to develop action plans and work towards goals and targets
- 3 To conduct face-to-face meetings with service users at least once a fortnight
- 4 To offer tailored advice to service users, guidance and support relating to accommodation, training, employment, health, financial matters, etc. as well as social and emotional needs using a culturally sensitive approach.
- 5 To research available support on a range of relevant issues (e.g., debt, housing, parenting, health issues, counseling, sexual abuse, alcohol, substance misuse etc.) to provide and coordinate appropriate specialist support
- 6 To work alongside agencies that may be involved in working with the service user including Probation Service, Mental Health Service, Prison Service and the Metropolitan Police, including regular visits to the Newham Probation Delivery Unit and the Youth 2 Adulthood Hub
- 7 Where required to work alongside the relevant agencies to offer families of service users advice, guidance and relevant support
- 8 To mentor service users to instigate positive behavior change, improve capabilities and access to opportunities, and reduce the risk of reoffending
- 9 To ensure where concerns are raised about a child or adult's welfare and safety, appropriate action is taken to support vulnerable children and adults in conjunction with Social Care and Safeguarding Policies
- 10 To develop a 'My Pathway Passport' for each service user completing their agreed duration of engagement to enable continued progress beyond the duration of their engagement in this project
- 11 To complete and ensure that relevant monitoring information is being completed at the required intervals, including up to 3 months after engagement of service users in this project
- 12 To maintain regular contact and keep managers and Senior Project Officers updated on the programme.

- 13 To keep an accurate and up to date case file on all service users engaged and supported
- 14 To work closely with the Manager to plan, facilitate and deliver the mentoring provision to service users within the agreed outputs, timeframe and budget.
- 15 To develop annual work and activity plan taking into consideration annual targets and outputs
- 16 To work closely with the Manager to ensure that all targets, outputs and outcomes are achieved.
- 17 To inform and communicate with the Manager if any changes are required to the plan.
- 18 To be responsible for the development, upkeep & implementation of individual action plans, reviews and monitoring information of all the clients using project templates.
- 19 To accurately maintain casework files.
- 20 To ensure that all relevant monitoring information is submitted as and when required.
- 21 To update the Manager on a weekly basis on the work that has been undertaken and completed.
- 22 To ensure full participation in the following internal meetings: senior workers meetings, one-to-one and supervision meetings and any other meetings that may be deemed necessary as required by the post.
- 23 To undertake and complete training and personal developmental programmes/courses deemed necessary for the post.
- 24 To take part in annual Osmani Trust events and activities.
- 25 To carry out any other tasks commensurate to the post.

Health & Safety

- 1 To observe Osmani Trust's Health and Safety and other organisational policies and implement good practice in all work carried out.
- 2 To report any concerns about Health and Safety to the Project Manager as soon as possible and to take any necessary emergency measures.
- 3 To ensure that accidents are recorded in the Accident Book and reported to the Project Manager, and that any appropriate action is taken.

General

- 1 To co-operate with all members of staff and work with colleagues as a team.
- 2 To demonstrate a commitment to personal development and professional training and to attend relevant courses as agreed.
- 3 Attend relevant forums and networking events to represent Osmani Trust as agreed.
- 4 Assist in publicising the activities and events of The Bridge Programme and Osmani Trust.
- 5 To work at all times within Osmani Trust's policies and procedures, particularly Child Protection, Equal Opportunities and Health and Safety Policies.
- 6 To carry out all work allocated/designated by the Manager within the given deadlines.

Commensurate statement

The post holder will from time to time undertake any other duties of a similar nature, which are commensurate with the grade and seniority of the post from time to time by the Project Manager or Osmani Trust Executive Director.

Equal opportunity statement

To promote and comply with the OT Equal Opportunities Policy in the opposition and eradication of all forms of discrimination and ensure that services are accessible to all users.

The deadline for application is 5pm, Fri 28 March 2025



Person specification

Job Title: Bridge Mentoring Officer

<i>Knowledge, Qualifications and Experience</i>	<i>Assessment</i>	<i>Essential or desirable</i>
An understanding of the impact of prison on service users and their families, their needs and an ability to relate to them on a one-to-one basis	Application form and interview	E
Experience in inter-agency working, building partnerships and promoting positive relationships between different agencies	Application form and Interview	E
At least 1 year experience of working with justice system service users, particularly from minority ethnic communities	Application form and interview	E
Minimum 5 GCSE's (grade C or above), or equivalent.	Application form	E
A good understanding of the justice system including probation service	Application form and interview	E
Knowledge of support provisions, employment, training, housing and related opportunities for service users	Interview	D
<i>Abilities/Skills</i>		
Ability to motivate service users	Interview	E
Good IT skills and ability to communicate effectively both verbally and in writing to a good standard and maintain records clearly and concisely	Application form and interview	E
Ability to develop and maintain effective relationships with clients, staff, families, carers and other colleagues.	Interview	E
Able to work regular afternoons, early evenings, and occasional weekends	Interview	E
Ability to travel to attend meetings and events	Interview	E
Ability to work with a range of people with varied needs, abilities and disabilities	Application form and interview	E