



## JOB DESCRIPTION

<b>Role:</b>	Programme Manager
<b>Location:</b>	Most work will be on projects in the London, however please note that User Voice has projects in the South West, the Midlands, North West, Yorkshire, and North East and some travelling may be required at times.
<b>Responsible to:</b>	Senior Programme Manager
<b>Objective:</b>	The Programme Manager will assist delivery of User Voice projects and programmes (London based, travel usual and occasional additional travel around UK)
<b>Salary:</b>	Up to £25,000 depending on experience 1 Year Fixed Term Contract (Continuation subject to funding)
<b>Holiday:</b>	25 days per annum plus public holidays
<b>Probationary period:</b>	The post is subject to a six month probationary period

### Background

#### Our Mission:

User Voice exists to reduce offending by presenting the voice of the most marginalised people in and around the criminal justice system to decision makers.

#### Why we're effective:

User Voice is a charity led and delivered by ex-offenders. This gives us the unique ability to gain the trust of, access to, and insight from offenders within the criminal justice system.

#### Our impact:

User Voice delivers a powerful rehabilitation experience for offenders, better criminal justice services and institutions, and policy change that will mainstream the inclusion of the user voice.

## DUTIES AND RESPONSIBILITIES

## **Background**

User Voice exists to reduce reoffending by presenting the voice of offenders and ex-offenders to decision makers in the criminal justice system. They establish and support Prison, Probation, Youth and Community Councils; undertake projects which enable agencies to access and act upon the insights of offenders; and present the case for service user engagement to a wide range of key audiences.

User Voice seeks to appoint a Full-Time Programmes Manager based in London. The Programme Manager will be responsible for delivering a range of User Voice programmes across youth and adult projects and continuing to develop the User Voice presence in the London, also supporting User Voice staff, peer workers and volunteers.

The post will require some desk based administrative work supporting the co-ordination, pre-planning and evaluation of youth programmes and leading the facilitation and support work with young people and adult service users directly.

The role will include leading on the delivery of specific programmes. We encourage innovation and reflection and continual evaluative practice informs our development as a team, our aim is to work together to build our unique expertise and an excellent reputation for our ability to engage productively with the most excluded young people and vulnerable adults

This is a fantastic opportunity to work in an innovative and growing charity. User Voice are looking for a dynamic, authentic and inspiring individual to join their delivery team, working potentially across our adult and youth programmes, in prisons, with probation Trusts and with Youth Offending Teams, ideally (but not essential) a background in working with excluded young people is advantageous, a detailed working knowledge of safeguarding and an ability to demonstrate how the post holders' own life experience can support engagement work across youth and adult provision. The successful candidate will have experience of the criminal justice system as a service user, the ability to harness this experience constructively and a strong commitment to the values of User Voice. An ability to communicate confidently with service providers and service users is essential.

There is likely to be a significant amount of travel required across London, and occasional travel to other projects/offices therefore the post holder must have the ability to be flexible regarding the days and times they work and be able to work additional hours if necessary, including some evening and weekend work as required. A full, clean, UK driving licence is desirable.

Core duties and responsibilities within project types are detailed below. Please note that User Voice is a rapidly growing charity and all applicants must be prepared to work flexibly and undertake new responsibilities as requested to support the development of the charity as a whole.

## **DUTIES AND RESPONSIBILITIES**

The Programme Manager will be responsible for project delivery of the following types:

### **1. Youth and Adult Network/Consultations**

In order to fulfil its aim of presenting the voice of the most marginalised, User Voice requires an Programme Manager to build on the links already cultivated of young people and adult service users in the UK with experience of criminal justice and with the desire to make their voice heard, as well as developing new links and networks through new programmes.

The Programme Manager will work with other members of the User Voice Team to:

- Develop and maintain new and existing links with agencies/providers of justice services to source service users to represent themselves and their views and insights to policy makers
- Develop and maintain new and existing links in the communities and in communities to find other service users with experience of criminal justice who are not connected to current service provision
- Provide and lead on the development of creative and inspirational training, guidance and support to enable service users to be able to articulate their stories so that they may be useful to inform decision makers and to develop a solution focussed approach.
- To keep in regular contact with service user groups associated with User Voice; to lead on advocating for and providing signposting to other support agencies where appropriate. To do this via creative use of social media, telephone, and letter and to ensure all contacts and associated admin is recorded regularly and saved on the User Voice central server.
- Facilitate service user groups to ensure that everyone is able to make their voice heard and that the voice is presented in a usable way at:
  - Conferences
  - Workshops
  - Media events
  - Meetings

## **2. Service User Councils (Prison, Probation and Youth Justice Services)**

In projects which have the remit of developing Service User Councils (Prison, Probation and Youth Justice Services, the Programme Manager will be responsible for the development of the Council structure based on User Voice's model. Councils can operate in the secure estate or in the community, and provide a structure for consulting service users on a wide range of issues.

The composition of the Council will be determined by annual elections, in which both staff and service users vote for candidates who are standing for issue-based groups or parties.

In the run up to elections the Programme Manager will be responsible for co-ordinating and leading on the delivery of training workshops covering:

1. User Voice and the Council concept
2. Development of issue based groups
3. Campaigning training
4. Monitoring of campaigning
5. Preparation for peer elections

After peer elections the Programme Manager will continue to monitor the progress and development of the Council to ensure that all involved adhere to the Terms of Reference and that the structure is embedded into the decision making processes of the organisation.

## **3. Mentoring, Advocacy and Information, Advice and Guidance**

In order to offer service users a holistic service from User Voice, the Programme Manager may also be required to support young service users as an advocate and to offer information, advice and guidance.

- To promote the empowerment of service users, to support them in speaking out about the things that matter to them in their lives.
- During the course of the work, to support service users to move from advocacy to self-advocacy.
- To knowledgably offer service users appropriate advice, guidance and signposting to other support organisations led and guided by the service user.
- To provide skilled independent support to service users, in raising concerns about their care; to encourage service users to speak on their own behalf or where this is not possible to support them in doing so.
- With the support of User Voice staff, to ensure service users viewpoints are heard and acted upon accordingly and to support them in seeking a resolution to concerns raised.

**General duties:**

- To ensure that all services are delivered in accordance with the organisation's responsibilities under health and safety, child protection and safeguarding legislation
- To ensure the promotion of equality and diversity in all areas of User Voice's work
- To undertake all relevant training deemed necessary by User Voice to fulfil functions of the role including Safeguarding Children, Young People and Vulnerable Adults, Child Protection and Health and Safety training.

**PERSON SPECIFICATION**

1. Experience of the criminal justice system and/or other associated systems as a service user is desirable , (e.g. Looked After Children (LAC) Services, YOTs, Secure Children's Homes, Secure Training Centres, Substance Misuse Services, Social Services) with the ability and motivation to harness this experience positively in working with service users.
2. Detailed working knowledge of safeguarding
3. Ability to communicate confidently and effectively with partner agency staff (e.g. Probation, Prisons, Youth Offending Services, Social Services and other external partners), and with clarity and enthusiasm around User Voice aims and objectives.
4. Ability to act as an effective, authentic and credible advocate for User Voice's values, methods and programmes with the ability to inspire and motivate service users.
5. Well organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands

6. A strong and demonstrable commitment to the aims and values of User Voice
7. A strong and demonstrable commitment to the promotion of equality and diversity at all times.
8. Ability to offer peer support and be a role model for other User Voice Staff and Volunteers
9. Good organisational, written and IT skills to support the co-ordination and management of youth programmes
10. Presentation / Focus Group/ Mediation skills desirable
11. A background in, or experience of, engaging with disengaged young people is desirable.
12. Ability to travel and work evenings and weekends where required (as detailed above).

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

**Criminal record check:**

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.

User Voice are committed to Safe Working Practices across the organisation that promote the welfare and safeguarding of Vulnerable Adults, Children and Young People.