

JOB DESCRIPTION AND PERSON SPECIFICATION

Role Title	Justice Sector Coordinator	Remuneration	Circa £26,400 (pro-rata) depending on qualifications and experience
Responsible to	Service Manager	Duration	Initially until Oct 2028 – with potential extension
Hours	30	Benefits	28 days holiday (pro-rata) / Pension scheme
Area	Covering Norwich, East Norfolk and Lowestoft.		

Job description

The Justice Sector Coordinator will be responsible for supporting men 18+ who are experiencing a sense of hopelessness leading to suicide ideation.

The role will provide outreach support to individuals at the edge of crisis as part of a multi-agency approach. The role involves collaboration and joint work with the HMPP Norwich Safeguarding/Safety Team, the Community Mental Health Team, Prison and Probation officers, the Norfolk Liaison and Diversion service as well as other providers/services working in the prison and those working with individuals in the community (across Norfolk).

The role will include identifying and implementing strategies to enable these individuals to overcome barriers and ultimately to exit patterns of suicide ideation, and to engage in meaningful activities and social connections.

The Justice Sector Coordinator will carry a caseload of clients and lead on on-going support and direction for clients through a casework management approach. This will involve either key working those clients directly or assisting in the coordination of support.

Data shows that evenings and weekends are times when men at risk of suicide ideation experience a greater sense of isolation. Hours will be flexible across 30 hours a week with an expectation that the job will involve evening and weekend working.

Key responsibilities and activities

- Supporting men via key-work, crisis intervention work, case recording, face to face work, advice giving, advocacy and other interpersonal work.
- Supporting those experiencing suicide ideation, to address the issues in hand, considering social, emotional, physical and psychological factors, as well as considering their wider family and community context.
- The role also requires identifying and creating a variety of positive activities that men will engage in. This again is best determined in dialogue with men but will likely include MensCraft's activities

(i.e. allotments, fishing, Yoga, mindfulness etc.).

- Adopting an assertive outreach approach to those who are reluctant to engage with support services.
- Working closely with and sharing information with statutory agencies.
- Interviewing and assessing applicants and to keep all parties (e.g. referrers, applicants etc.) informed of progress and the outcome.
- Making referrals to relevant specialist support in order that men with, for example, mental health or substance misuse needs are actively engaged in treatment.
- Support them in maintaining for example their housing through advocacy, liaison, advice and referral to more specialised agencies as appropriate. This may sometimes involve an element of 'crisis management.'
- Keeping up to date and accurate records of visits and capture data at a case-level about individuals with whom they work.
- Ensuring that processes and procedures are followed in all cases and accurate case management files are up to date and record keeping is robust with a particular focus on safeguarding and General Data Protection Regulations.
- Ensuring that complex and/or high-risk cases are escalated and managed appropriately and that decisions are made in accordance with statutory duties and understanding risk, including reputational risk to health services and partner organisations.
- Ensure data is collected so an overall profile of suicide ideation in the area can be produced.
- Contributing to the continual improvement of service effectiveness, ensuring that service users receive a high-quality outcome-focused service.
- Providing timely and accurate information, reports and analysis to Team Lead or senior practitioner, as they may find necessary for the proper management of MensCraft services.
- Contributing to the regular review of the effectiveness of service delivery and for involving service users and other stakeholders in this process.
- The role will participate in an on-call system to provide emergency advice and support to service users as required. The post holder will be expected to work some weekends and evenings infrequently but occasionally.

The Justice Sector coordinator will also:

- Contribute to MensCraft achieving the highest standards and effectiveness in service delivery to service users within a complex and changing operating environment.
- Contribute to the implementation of the service aims and objectives, work plans, operational policies and procedures in such a way that they contribute to MensCraft aims and business plan objectives.
- Represent MensCraft at relevant external meetings as required.
- Comply with the standard responsibilities outlined for all service delivery roles within MensCraft and adopt and comply with MensCraft ethos and values, policies and procedures, and regulatory frameworks including:
 - Safeguarding
 - Code of Conduct

- Equality and diversity
- Health and Safety
- Data Protection and use of IT resources
- Regulatory Standards
- Risks and internal controls
- Complaints procedure
- Human Resources policies and procedures
- Financial procedures and controls

Knowledge, Skills and Experience

- a) Strong record and good understanding of the issues involved in delivering effective support services to a range of vulnerable people. Have a direct experience / specialism in outreach support to vulnerable people in one or more areas - i.e. mental health, substance misuse, homelessness, tenancy sustainment, resettlement.
- b) An understanding of a range of approaches to key working and case working with service users and the implementation of different agendas, such as personalisation.
- c) An understanding of the complex issues contributing to suicide ideation and the impact on the lives of individuals and families.
- d) Knowledge, understanding or experience of supporting and supervising casework practice of support workers, trainees, students or volunteers.
- e) Ability to work independently using own initiative while remaining accountable to line management.
- f) An understanding of the importance of supportive relationships and fulfilling lives, and especially sustainable work in developing resilience and preventing the risk of suicide.
- g) Excellent written and verbal communication skills with the potential to present information to a wide audience.
- h) The ability to establish good working relationships with service users, colleagues, other stakeholders externally and to work well within a team.
- i) Honesty, reliability and flexibility.

To be demonstrated at interview

- a) Ability to manage a complex and varied caseload that works effectively and successfully engages with clients with a range of support needs, using an outcome-based approach.
- b) A mature and thoughtful and proactive approach to the implementation of equal opportunities and management of diversity.
- c) An understanding of what is required to build effective and lasting relationships with other professionals and organisations.
- d) The ability to lead on developing casework practice and specialisms required within a team.
- e)
An understanding of, and adherence to legislation, procedures, policies and good practice guidelines relevant to the role.

Core Competencies for staff

Attributes / behaviours the role holder must possess to be successful

Service Focused	- Understands the success of MensCraft depends on trust and mutual respect between different parts of the organisation. - Able to represent MensCraft positively and effectively to all internal and external stakeholders. - Strong commitment to service users and passionate in belief that they can make real and lasting changes in their lives.
Clarity of Purpose	- Delivers objectives and targets linked to the team's workplan and priorities. - Exercises a good level of judgement and is confident in decision making. - Takes ownership for decisions that affect self, others and the organisation, within their range of responsibility.
Embracing Change and Innovation	- Understands the need and actively contributes to change and progress. - Is creative and innovative and able to bring improvements in systems and practices.
Team Working	- Is supportive of others and shares knowledge, ideas and resources. - Listens to others and shows sensitivity to their needs, positions and points of view. - Sees productive conflict as normal and healthy and effectively handles disagreements and differences of opinions. - Motivates and inspires others.
Effective Communication	- Respectful and courteous using appropriate methods of communication. - Clear with own boundaries as well as those of others including service users.

	- Able to communicate effectively with different individuals and partners including service users, colleagues, commissioners and members of the local community.
Efficiency and Effectiveness	- Plans work efficiently to maximise effectiveness. - Consistently performs to a high standard and takes action to solve problems in a timely manner. - Conscientious and professional.
Managing and Developing Self	- Self-critical and reflective. - Emotionally resilient and develops ways to manage pressure. - Identifies learning and development needs to enhance performance and contribute to the achievement of the organisation's objectives. - Assesses and continually develops own competence, seeking and accepting feedback from others.

How to apply

When applying for this role please attach a **CV and covering letter** outlining your credentials and explaining why you'd be interested in for working for MensCraft.

Interview will be during the first week of November 2026 and the post is open to an immediate start.