

Job Title	Community Link Worker – Liaison & Diversion Services – South London
Function	Operations – Midlands & South
Department/Team	Liaison & Diversion Services
Reports to	Community Team Leader / Service Manager
Direct Reports	N/A
Dimensions (budget, people span of control)	N/A
DBS Check Level Required	Enhanced Adult
Grade/Job Evaluation Level	A3
Salary Banding	A3
Created/Reviewed date	August 2025
You will be working for (Description of Waythrough and specifics of Service/Function/Office)	
This will be a key role within the Liaison and Diversion Services multi-disciplinary team within South London, working in close partnership with colleagues from the North London Forensic Collaborative and South London Partnership (NHS), working with vulnerable adults with multiple needs requiring advocacy and support to access any required services.	

Purpose of the Role

To work within a multi-disciplinary team to provide information, advice and guidance, referral and direct individual support to enable access to support services for adults, children and young people identified through custody-based triage as having mental ill health, learning disability or substance misuse issues to promote mental and physical wellbeing.

Key Accountabilities

(List of accountabilities specific to this role)

- Provide needs led, person-centred and care planned support to adults, children and young people post triage and assessment, facilitating access to key support services to address individual needs.
- Provide effective support through working collaboratively within the wider service and with clients, their families, health and social care services and criminal justice partners to ensure positive outcomes for clients
- Build a holistic and trusting relationship with the clients and use active strategies to facilitate change, including communicating empathy, developing relationships, identifying different types of support, and reducing conflict.
- Engage individuals with peer support and promote engagement with those with lived experience.
- Where relevant manage a caseload of service users as allocated by the Service Manager/Team Leader, and complete high quality and comprehensive person-centred assessments, liaising with, significant others and professionals/ agencies as appropriate.
- Develop and maintain strong links with partners and stakeholders such as police, court, probation services, mental health teams, substance misuse services and learning disability providers alongside a range of health and wellbeing services, to maximise opportunities for clients.
- Support ongoing development of the Liaison and Diversion service within both the criminal justice system and wider health and social care networks.
- Meet with clients within a range of community settings or where appropriate within their home, to promote and enable engagement



with appropriate services, ensuring adherence to lone worker guidance

- Deliver information, advice and guidance on a range of topics to services users and their families/carers in relation to community support assets.
- Support the provision of health education and advice on health promotion to clients, families and carers.
- Use locality-based working and be flexible across the police command areas for face-to-face delivery and remote delivery where appropriate, utilising resources and tools to support remote engagement. This includes evening and weekend working to meet service user needs.
- Establish and work within existing networks, attending relevant meetings/groups across the service area, professionally representing both the service and Humankind
- Conduct effective risk assessments and regularly review these to form part of a comprehensive service risk management plan for clients as required.
- Maintain accurate and comprehensive client records using SystemOne in accordance with the shared service policy, including follow-up information and outcomes for clients.
- Record and maintain accurate case notes as required on police and other relevant Management Information systems as required in accordance with service protocols and recording processes; to ensure effective case management and assist monitoring and evaluation of service delivery.
- Ensure services users and their families are appropriately safeguarded through the recognition of and acting on signs of harm, abuse or neglect reporting concerns via locally agreed processes and Humankind's safeguarding policy
- Plan and organise own work schedule to ensure service timescales are met and interventions are provided to individuals in a timely and effective manner
- To undertake community asset mapping, developing a network of support that can be tailored to the individuals needs to support their engagement.

General Accountabilities

(List of accountabilities applicable to all roles)



- Work in accordance with all relevant legislation, policies, procedures and guidelines.
- Keep abreast of latest developments and good practice in own professional areas.
- Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.
- Contribute to maintaining safe systems of work and a safe environment, including compliance with all instruction and processes required by Police and criminal justice partner providers
- Uphold data protection legislation, including information sharing protocols and client confidentiality agreements.
- This job description is non exhaustive, and we reserve the right to amend and review as appropriate.

Additional Information

- This role will be required to work some evenings and weekends on a rota basis. The role will be working across multiple locations within South London.
- This is a front facing role with a requirement to be present in services.

Values and Competencies

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity



Person Specification

Qualifications	Essential or Desirable
Diploma in Health and Social Care Level 3 or equivalent	E

Skills	Essential or Desirable
Proficient in Microsoft Office programmes	E
Relevant knowledge of the criminal justice system	D
Excellent communication skills – written and verbal and the ability to update computerised care records across multiple systems within required standards and timescales.	E

Experience	Essential or Desirable
Previous experience of working in a mental health, criminal justice, learning disability or substance misuse setting.	E
Relevant experience of identifying and managing risk within a complex needs setting	E



Relevant experience of delivering holistic, short-term care and support interventions, within a care-planned approach	E
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