



JOB DESCRIPTION

Job Ref.:

Job Title: Probation Service Officer (Generic)

Grade: Band 3 **Date agreed:** _____

Location: Various – Travel Across Norfolk & Suffolk will be required and/or prisons. **Hours/working pattern:** Full or part-time, including some evening working.

Responsible to: Team Manager **Directorate:** Offender Management

Responsible for: **People:** None

(Resources) **Budget:** None

Physical Resources: None

Overall purpose:

To contribute to reducing reoffending, changing lives for the better and improving the quality of life for those under CRC supervision through effective delivery of probation services.

In particular this role will focus on supporting Norfolk and Suffolk CRC to deliver Custody and Community integration interventions to service users to support their reintegration into the community.

Develop relationships and working with partner agencies and stakeholders to ensure positive pathway outcomes and opportunities for service users, delivering group work and one to one activity to the desired quality standards. This will be achieved through the direct delivery of integration services.

Ensuring Quality services are delivered and performance and contractual targets

Key Relationships/Functional Links:

Relevant agencies and NSCRC colleagues

General values

The following values are a general background to the specific duties and responsibilities:

- Working to reduce crime and the fear of crime
- Delivering the best possible quality service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

PSO Profile

- Engage individuals to change

- Promote desistance
 - Assess and respond to Risk of Harm to others
 - Assess, plan and sequence interventions based on risk and need
 - Respond to diversity of individuals
 - Communicate with a range of people in different settings
 - Work as part of a team including with other agencies (Tactical Skills)
 - Contribute to good practice
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Main Responsibilities:

Prison – Through The Gate

- **Based in Identified Prison:** HMP Norwich, HMP Wayland, HMP Hollesley Bay
 - **Reporting to Through the Gate Manager**
 - To support successful reintegration of service users into the community by ensuring there is genuine engagement, using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence and community integration.
 - To develop and review resettlement plans (BCST2) and support service users in achieving objectives as appropriate.
 - To deliver identified mandatory services as identified in delivery specifications and rate card marketing materials
 - To be responsible for accurate and up to date offender records/support plans making sure all objectives are achieved within required timeframe.
 - Comply with any standards or procedures as detailed in the Prison Induction and professional standards manual.
 - Achievement of recognised KPI targets for delivery
 - Achievement of required income generation targets.
 - Ensure adherence to prison security and safety policies
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Responsible Officer – In the field

- **Based in the Local Management Centre or Neighbourhood Centre**
- **Reporting to the LDU team manager**
- Assess offender risk and need
- Delivery of Induction/New Direction module
- Deliver RAR sessions including one to one engagement and offending behaviour group-work modules
- Formulate plans to manage risk and promote desistance in accordance with resource allocation, including sequencing interventions for maximum impact,
- Manage the resource allocation throughout the service user journey
- Undertake role of Responsible Officer for allocated cases, ensuring the delivery of the sentence of the Court, including cases assessed as high likelihood of reoffending and medium risk of harm. Higher risk and complex cases to be managed in consultation with a Responsible Officer (PO).
- Demonstrate awareness of the need to safeguard children and vulnerable adults and respond appropriately to risks emerging for these service users.
- Remain alert to behavioural change and additional information that indicates increased risk of harm or re-offending, and respond accordingly
- Engage and liaise with other intervention providers, NPS, key partners and stakeholders to ensure a co-ordinated and relevant response to the service user.
- Contribute to progress, risk review and breach reports
- Contribute to practice development and standards

Responsible Officer – In the Hub

- **Based in the Hub**
- **Reporting to the Hub Manager**
- Assess offender risk and need
- Manage resettlement cases
- Formulate plans to manage risk and promote desistance in accordance with resource allocation, including sequencing interventions for maximum impact,
- Manage the resource allocation throughout the service user journey
- Undertake role of Responsible Officer for allocated cases, ensuring the delivery of the sentence of the Court, including cases assessed as high likelihood of reoffending and medium risk of harm. Higher risk and complex cases to be managed in consultation with a Senior Practitioner.
- Demonstrate awareness of the need to safeguard children and vulnerable adults and respond appropriately to risks emerging for these service users.
- Remain alert to behavioural change and additional information that indicates increased risk of harm or re-offending, and respond accordingly
- Engage and liaise with other intervention providers, NPS, key partners and stakeholders to ensure a co-ordinated and relevant response to the service user.
- Contribute to progress, risk review and breach reports
- Contribute to practice development and standards

Programme Facilitator

- **Based in the Local Management Centres**
- **Reporting to the Programmes Manager**
- Deliver high quality interventions to the trained standard.
- Complete thorough and in-depth session debriefs.
- Promote a positive learning environment that is safe and secure to both staff and service users.
- Present as a positive role model to the service users within the group
- Conduct 1-to-1 interviews at the commencement of the programme and after each module with your named service users.
- To comply and support internal and external audit.
- To deliver any interventions that will support income generation and rate card funding
- To deliver interventions and services externally to the CRC as required, i.e. CAF/CASS and local authority etc.
- To write quality post programme reports within a specified timeframe for service users completing the program.
- To attend any training as required of the job role.
- To participate fully with the treatment management process including attending treatment manager sessions.
- To deliver presentation internally and externally to market Interventions.
- To work closely with OM staff to manage risk and safeguard children and vulnerable adults.

General Responsibilities:

1. Attend any training as and when required.
2. Travel to home visits or to other prisons may be required, subject to role.
3. To engage in regular supervision and appraisal/performance development review with line manager
4. To contribute to effective team practice and working relationships

5. To contribute, support and deliver the relevant parts of NSCRC's Business Plan
6. Contribute to EPA's and appraisal process

The post holder will at all times

- Undertake such other duties which may appropriately be delegated by the Service.
- Attend courses, working parties etc, where necessary, to facilitate personal development and greater effectiveness within the post
- Carry out his/her duties with regard to the organisation's policy on Equal Opportunities and Code of Conduct.
- Use IT equipment and software as required
- Ensure that the Health & Safety standards required by the organisation are met in the workplace

Key Performance Indicators (KPIs)

- Operational performance targets are met or exceeded
 - Reduction in reoffending rates
 - All accredited programmes are delivered as required, with minimal attrition and high audit scores
 - Cases managed within the resource allocation framework
 - Positive feedback from service users, partners and stakeholders
 - To work in accordance with all NSCRC policies and procedures
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The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and the grade has been established on this basis.

Job Evaluation

This job description has been compiled to allow the job to be evaluated using the Probation Service's nationally agreed scheme. Any significant changes in this job description will be discussed with the post-holder in the first instance and may result in the post being re-evaluated under the scheme.

Equal Opportunities

The post-holder is required to carry out the duties outlined in this job description in accordance with the CRC's Diversity Policies. The Norfolk & Suffolk CRC is committed to equality of opportunity and the promotion of diversity in the delivery of its services and employment practices. It is the responsibility of every Employee to treat every individual we come into contact with through our work with dignity and respect and to work towards eliminating any unlawful or other improper discrimination.

Health & Safety

The post-holder is required to carry out the duties outlined in this job description in accordance with National and CRC Health & Safety Policies and Legislation. It is the duty of every employee whilst at work to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions. Any concerns should be raised immediately through line-management structures and the post-holder is expected to contribute to any risk assessment.

Confidentiality & Professionalism

It is the duty of every employee to maintain confidentiality and professionalism with all aspects of their work; acting in accordance with the values and objectives of the Probation Service.

Budget responsibility

Whilst this post does not require the post-holder to take personal responsibility for a budget, all NSCRC employees are required to be aware of the need to control expenditure and provide a cost effective service in all that we do.

Person Specification – PSO Profile

		Essential	Desirable
1.	Motivational service user facing skills	X	
2.	Organised and able to plan	X	
3.	Operating to tight deadlines	X	
4.	Detailed & accurate work	X	
5.	Good IT skills	X	
6.	Interpersonal skills for phone & face to face contact with service users & agencies	X	
7.	Pro-social modelling positive behaviour with service users	X	
8.	Calm under pressure	X	
9.	Tenacity	X	
10.	Appropriate use of authority	X	
11.	Good team working skills	X	
12.	High level literacy skills	X	
13.	Highly motivated	X	
14.	Performance & outcome orientated	X	
15.	Open-minded & supportive approach to service users	X	
16.	Ability to build strong relationships in working with others	X	
17.	Qualified to NVQ level 3 in Probation studies or equivalent	X	
18.	Resilient	X	
19.	Seeks to attain continuous improvement	X	
20.	Knowledge of the Criminal justice system		X
21.	Experience of working with service users and other vulnerable adults		X