

## Northumbria Community Rehabilitation Company

### Job Description

**Post:** Probation Services Officer (PSO)

**Accountable to:** Team Manager

#### Job Purpose:

To contribute to the delivery of the Northumbria Community Rehabilitation Company's objectives to protect the public, reduce re-offending and rehabilitate offenders. Within that, to work as part of a multi-disciplinary organisation within a professional criminal justice system, taking a holistic approach to crime reduction and the protection of victims and potential victims.

More specifically:

- Responsible for the management of low and some medium risk offenders in prison and the community, to ensure the sentence plan is implemented and enforced in line with company expectations.
- To act as a supervisor in appropriate cases assisting the Probation Officer in the implementation and delivery of the sentence plan, as agreed by the Team Manager.
- To deliver a range of interventions to users of the CRC's services.
- The CRC values the role of Probation Services Officer and sees a clear distinction between it and that of the PO. The company has a particular commitment to PSO training to NVQ level 3 and an expectation that all PSOs will work towards qualification.

In accepting the distinction between the PO and PSO roles, the company has an agreement with the recognised trade unions which explains which cases may not be held by PSOs. The role boundary agreement should be read in conjunction with this job description. Demarcation is primarily on the basis of risk and the need for specialist training and covers particularly the areas of mental health, child protection, domestic abuse, hate crime and sexual offending. PSOs will, however, have a contribution to make in many of these cases, under the second bullet point above.

## **Main duties and responsibilities (generic PSO roles)**

1. Ensure offender compliance with the requirements of statutory orders and licences, liaising with and providing structured information to the National Probation Service (NPS) on any required enforcement action and to inform other key decisions.
2. As part of the above, utilise and deliver elements of the agreed CRC supervision framework for the provision of core services to offenders. This may include running group induction and resource centre facilities and promoting the use of approved digital media with offenders.
3. Supervise and manage offenders in accordance with national standards and other guidance.
4. For higher risk or more complex cases, deliver elements of the supervision plan under the direction of a Probation Officer.
5. Assess, monitor and review offender risks and needs to inform risk management and sentence planning.
6. Maintain all necessary offender records on relevant IT and manual systems as directed.
7. Apply OASys and/or other specialist assessment tools in order to assess and review cases.
8. Work and liaise with CRC staff, NPS staff, volunteers, sub-contracted providers and other external bodies, including Police, to ensure effective service delivery and risk management.
9. Contribute to public protection through risk assessment and management. Where appropriate, engage with a range of multi-agency arrangements in consultation with the National Probation Service.
10. Promote victim awareness in the supervision and management of offenders.
11. Carry out office duty as necessary.
12. Provide support to the partners of offenders engaged in the company's domestic violence programmes. Almost invariably, this will involve female staff working with female victims, for obvious reasons.

**Other duties: some PSOs may be deployed in roles which include elements in the following list in addition to, or instead of, the above:**

1. Deliver activity requirements ordered by courts from a menu made available to sentencers by the CRC.

2. Contribute to the delivery and development of Community Payback (CP) within the CRC. Please note, however, the company will retain a separate job description for those acting as CP supervisors.
3. Deliver other structured interventions such as to those misusing drugs and/or alcohol.
4. Contribute to the company's work on offender employment, health (including mental health), housing and financial inclusion.
5. Engage with victims of crime, such as in the delivery of Restorative Justice (RJ) interventions.
6. Take on one or more specialist roles demonstrating and promoting, for example, best practice with women offenders, older offenders or ex-forces veterans.
7. Contribute to the company's work with accredited volunteers, peer mentoring and/or service user engagement.

#### NOTE ON SPECIALISMS:

It is important that selection for specialist roles, where these do not constitute a discrete post subject to formal recruitment, is transparent and fair. Selection should generally reflect career development objectives agreed as part of the annual appraisal process. If someone holding a specialist role leaves a team, that role should be open to expressions of interest and reselection. Finally, managers should ensure these specialisms are time-limited and, where more than one person expresses an interest, consider ways in which the role might be shared.

#### **GENERAL DUTIES**

1. Ensure effective liaison, communication and working relationships with CRC and NPS colleagues, service providers and external agencies, adhering to the CRC's information sharing agreements at all times.
2. Ensure case management systems are maintained and kept up-to-date in a timely and accurate manner in accordance with National Standards and Probation Instructions.
3. Establish, maintain and enhance effective working relationships with colleagues, managers and other agencies.
4. Contribute to team meetings and other team activities to develop skills, enhance practice and assist in the development of other staff.

5. Promote the importance of key diversity and equality principles in all aspects of work.
6. Adhere to local health and safety procedures.
7. Participate in the EPA process to enhance personal development, performance and ensure accountability.
8. Attend and participate in learning and development opportunities to enhance practice and skills.

This job description is a guide to the principal responsibilities of the role and is not intended to be an exhaustive list of duties. It will be reviewed in the light of changes to the role and the work of the Northumbria CRC.