

Job Description: Head of Rehabilitative Services



Function:	Operations – Senior Leader
Position:	Head of Resettlement
Job holder:	
Date (in job since):	
Immediate manager:	Deputy Director
Additional reporting line to:	N/A
Position location:	HMP YOI Bronzefield

1. Purpose of the Job

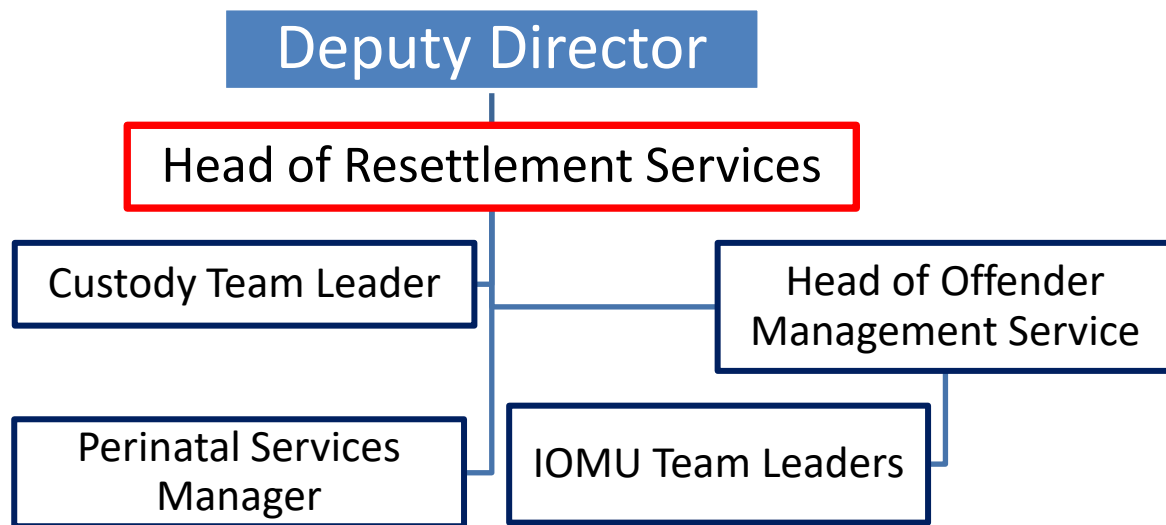
- Lead a diverse team of over 30 staff, which include Operational and Non-Operational Managers, IOMU Case Workers, Administration Supervisors, Administrators and Prison Custody Officers.
- Oversee the functional delivery of Offender Management, Court productions, Public Protection, Through the Gate Strategy delivery, ROTL, Children and Families (including Perinatal Services) and Resettlement services for the prison including management of CRC and other key stakeholder relationships.
- Delivery of the OMIC case management model working in partnership with National Probation Service colleagues.
- Responsible for the Prison Performance Tool (PPT) and contractual performance indicators which incur financial penalties and reputational damage if not met.
- Responsible for development, and delivery of, business cases which reduce the risk of reoffending.
- To create an environment that supports a rehabilitative culture through the full use of resettlement and sentence plans ensuring that each individual's needs and risk are addressed and met to ensure that as an establishment we are working towards a reduction in reoffending.
- Actively support the full integration of the CRS and TTG services.
- Create an overarching framework to ensure that offenders whose crimes cause most damage and harm are managed in a co-ordinated way.
- Ensure that the prison delivers on its mandatory service requirements to the courts, HMPPS, Parole Board and Public Protection agencies.
- Deliver the business and contractual requirements of the function to meet the needs of the client and of Sodexo.
- Achieve high levels of staff engagement through value based leadership.
- Actively promote Sodexo Justice Services as the provider of choice.
- To support the delivery of Health and Safety, Equality & Inclusion and Safer Custody of prisoners and the effective deployment of staff.
- To represent the prison and Sodexo in the wider community.

2. Dimensions & KPIs

- HMP YOI Bronzefield has 390 employees
- Contractual compliance
- Operational Stability
- Service Delivery Targets achieved or exceeded

- Formal Audit outcomes of Green for relevant audits
- Compliance with HMIP Expectations and contribution to Level 4 in HMIP healthy prison tests
- Compliance with HMPPS frameworks
- Functional budget within target
- Increased Engagement and Investors in People outcomes

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



PLEASE NOTE THAT THIS ORGANISATION CHART IS IN THE COURSE OF RE-STRUCTURING

4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies
- With guidance from the Deputy Director, plan, supervise, coordinate and continuously review functional performance, ensuring that it meets the requirements to deliver all aspects of the Contract
- To develop & maintain significant relationships with other prison departments and with partner organisations, especially the National Probation Service and Community Rehabilitation Companies.
- Occasional weekend working may be required.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Deliver the vision of HMP Bronzefield to ensure that the reducing re-offending pathways and rehabilitative culture operate efficiently in accordance with the values of the Prison.

- Ensuring effective stakeholder management and liaison with external agencies, particularly those with a focus on rehabilitation, risk management, violence reduction, and accommodation services.
- Leading the delivery of OMIC and managing a diverse team of staff including Prison Custody Officers, Prison Offender Managers, Perinatal staff, overseeing the delivery of a team.
- Identifying gaps in service provision and ensuring you explore and embed innovative solutions to women's criminogenic needs.
- Ensure that local strategies align with the needs of the population of HMP Bronzefield and inform wider criminal justice priorities.
- Lead relationship management with Commissioned Rehabilitative Services and demonstrate a strong understanding of women's services within the community and custodial environment.
- Encourage and lead on the development of delivering rehabilitative and resettlement services at HMP Bronzefield and identify co-commissioning opportunities to improve outcomes for women in our care.
- Maintain communications and relationships with a range of external organisations focused on resettlement and rehabilitation.
- Conducts disciplinary and grievance hearings and appeals in accordance with Company policies and procedures
- Participate in recruitment, promotion and selection and drive towards efficient and effective use of resources
- Supervise and participate in the study of relevant Prison Policy and Procedure and make recommendations for change where appropriate, contribute to the implementation of Company and Prison Policy and procedures, supervise and participate in the organisation, operation and services.
- Participate in the development and maintenance of operational budgets
- Reviewing the talent, succession, performance and competencies of your team and addressing issues proactively
- Providing a caring and decent environment for staff, residents and visitors
- To be an innovative and strategic member of the Senior Leaders team.
- Manage staffing, absence and completion of Performance Development Reviews in line with company guidance and procedures.
- To ensure that reports are provided to support processes including Home Detention Curfew, Release On Temporary Licence, Multi Agency Public Protection Assessment, Parole etc., and to attend case review boards as appropriate.
- Timely production of management information and reports.
- To provide the lead for the management of risk including MAPPA and Public Protection procedures. To provide a strategic direction for Public Protection work to ensure that risk are effectively identified and managed within the prison, risk escalation is monitored and communicated, and risk management plans are agreed for individual residents upon release in conjunction with identified stakeholders.
- To chair relevant meetings; Through the Gate Strategy meeting, Public Protection meeting, team huddles.
- To promote diversity, equality and inclusion.

6. Accountabilities – key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Assist the prison in fulfilling its responsibilities in reducing the risk of reoffending for our residents and help maintain public safety
- Deliver the agreed functional standards and contractual targets
- Develop innovative solutions to reduce the risk of reoffending
- Monitor delivery of interventions to ensure outcomes are maximised for our residents and contractual targets are met
- Promote the prison as a Quality of Life Services provider

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Credibility, authenticity and integrity.
- Delivery focussed, with a clear understanding of female offending and the gender differences/experiences of women in custody.
- Senior leadership experience,
- Experience of contract management or managing performance in a complex environment / organisation.
- A clear and demonstrable understanding of what makes a good leader, the skills required and the ability to motivate and engage others
- Ability to manage, develop and lead client and 3rd party key stakeholder relationships
- A clear and demonstrable understanding of key people management tools and resources
- High level Risk Management skills

Desirable

- Experience of managing engagement, compliance and high-quality risk assessment and analysis. Experience of community engagement and working with stakeholders Demonstrating an ability to resolve complex issues and sound judgements in relation to risk assessment. Successful candidates will demonstrate enthusiasm, commitment, motivation, and the ability to be both fair and firm in challenging situations.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Financial & Business Awareness	■ Business Consulting
■ Analysis and decision making	■ Impact and Influence
■ Employee Engagement	■ Continuous improvement.
■ Results orientation	

9. Management Approval – To be completed by document owner

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Document Owner	Vicky Robinson		