

# Job Description: Case Management Administrator



Function:	Justice Services
Position:	Case Management Administrator
Job holder:	Permanent
Date:	N/A
Immediate manager:	Case Management SPCO
Additional reporting line to:	Head of Public Protection
Position location:	HMP Addiewell

## 1. Purpose of the Job – State concisely the aim of the job.

To support the multi-disciplinary Public Protection team, responsible for ensuring that the prison delivers an effective Integrated Case Management system and therefore contributes directly towards efforts to reduce reoffending in Scotland.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics    ■    Add point									

## 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.

Director

Deputy Director

Head Of Public Protection

Case Management SPCO

## 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.

- Maintaining and updating corporate IT systems
- Delivering high quality of administration within the Public Protection Team.
- Updating records as required
- Complying with the Sodexo Values, Policies and Procedures

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

- To assist in the participation of minute taking for all areas of Case Management as instructed by the Case Management Senior Custody Prison Officer.
- To be part of a multi-tasked administrative team within HMP Addiewell.
- To ensure that information is stored accurately, updated and made available.
- To liaise with Case Managers, Social Services, Community Partners and any other agencies involved in the Integrated Case Management of offender rehabilitation including HDC and Parole Scotland.
- To provide general administration duties within the Case Management Department.
- To answer and respond to telephone enquiries and correspondence within the dept.
- To carry out any other reasonable request(s) made by the Management Team.
- To assist in the cover of other Public Protection administration tasks when requested.
- To participate in training as required in order to keep up-to-date all mandatory and refresher training.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Administering and reporting activities that take place within Public Protection and ensuring all tasks are met and of a high quality
- Adhering to policy and procedures
- Conducting self in line with Sodexo Values

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

- The successful candidate must be computer literate with a sound knowledge of Microsoft Office and e-mail packages.
- Be able to demonstrate excellent interpersonal skills
- Demonstrate ability to prioritise and manage workload
- Highly motivated and willing to learn
- Knowledge or experience of customer experience service delivery.
- Flexible in approach
- Committed to personal development
- To participate in training as required in order to keep up to date with all mandatory and refresher training.

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

- Client and Customer satisfaction
- Innovation and change
- Brand notoriety

**9. Management Approval** – To be completed by document owner

Version		Date	
Document Owner			

<b>10. Employee Approval</b> – To be completed by employee			
Employee Name		Date	