

Job Description:

Community Payback supervisor (Band 3)



Function:	Community Payback
Position:	Community Payback Supervisor
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Community Payback Manager– Community Payback
Additional reporting line to:	Community Payback Senior Officer – Community Payback
Position location:	Norfolk and Suffolk Community Rehabilitation Company

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

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 NSCRC to deliver Community Payback to the desired quality standards. This will be achieved through quality deliver, efficiency and performance targets, monitoring of Health and Safety achieving continuous improvement.

To provide rigorous and effective punishment, reduce the likelihood of re-offending, rehabilitate the service user and enable reparation to the local community. The Community Payback Unit provides service users with the opportunity to make reparation by performing demanding unpaid work for the benefit of local communities.

The role is responsible for ensuring that service users complete the requisite number of hours of unpaid work as directed by the Court, making reparation to the community and reducing the risk of reoffending. The post holder will supervise groups of service users in the work place and serve as a pro-social model. Further, Community Payback serves as the public 'face' of NSCRC, as such, staff must ensure that the highest standards of professionalism are exhibited at all times, in both themselves and the Service Users under their supervision.

The role entails significant levels of contact with service users and thus the opportunity to influence and change behaviour. The post holder must be flexible in their approach, able to respond to the diverse needs of individuals and be committed to engaging with service users, understanding that good engagement is achieved through being motivational and resilient to resistance. Community Payback Supervisor's must be able to work to strictly to health and safety risk assessments, respond quickly to poor and risky health and safety conduct and report all health and safety incidents promptly in line with NSCRC Policy. Where necessary, the post holder must be able to hold Service User's to account for inappropriate behaviour and acts of non compliance. At all times, Community Payback staff must work in accordance with the Community Payback manual.

2. 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.

Community Payback Manager

Community Payback
Senior Officer

Community Payback Supervisor

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.

- Pro socially Supervise groups of service users to deliver the hours of the unpaid work requirement
- Completing Quality / health and Safety inspections/assessments and comply with all health and safety guidance
- Work with Community payback teams to implement unpaid work manual.
- Oversee HMPPS cases and progress
- Assist the manager to deliver on Strategic Plans
- Develop external relationships with beneficiaries
- Communicate and respond to all safeguarding and risk issues

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

MAIN DUTIES AND RESPONSIBILITIES:

- Deliver full and proper induction of service users to the Unpaid Work Requirement as well as health and safety responsibilities, in accordance with site risk assessments and safe practices of work.
- Ensure the full and rigorous delivery of Unpaid Work contributing to the proper punishment of Service User's and promoting reductions in reoffending.
- Act as a pro-social model, encouraging constructive behaviours and motivating and influencing positive life changes which contribute to reductions in reoffending.
- Exhibit the highest standards of professionalism, engendering a sense of confidence in the public of the Criminal Justice System and NSCRC.
- Encourage, motivate and inspire Service User's to attend Unpaid Work and contribute positively to successful completion of Community Payback projects.
- Understand personal difference identified in personal characteristics and respond appropriately to ensure equal access of opportunity whilst ensuring the welfare of individuals is prioritised at all times.
- Work in accordance with Site Risk Assessments, complete and update appropriately, Health and Safety Policy and Safe Practice at Work to ensure the safety of staff, service users, beneficiaries and other members of the public at all times.
- Work closely with other NSCRC staff, including Administration and Responsible Officer's to ensure the timely sharing of information which contributes to effective Order and Risk Management.
- Hold a full UK Driving Licence and drive NSCRC vans to transport Service User's to and from Community Payback projects, ensuring compliance at all times with the NSCRC Driver's Handbook.
- Attend all mandatory training as identified by the Line Manager. Engage fully in appraisal and performance monitoring processes and take personal responsibility for identifying continuous professional development opportunities.
- Work at all times in accordance with NSCRC Code of Conduct and challenge or report behaviours observed that do not conform to the professional standards expected of NSCRC employees.

- Work from time to time at different locations, as required, and in line with the Policy.
- Undertake any other reasonable duty of the role as directed by Management.
- Ensure all working practices comply with Health & Safety regulations and the CRC policies and procedures with regard to the suitability of placements and service users.
- Ensure all service users are managed according to their risk, individual health and the requirements of Community Payback and Quality Standards.
- Ensure that all work undertaken by the CP unit has a thorough and up to date Health and Safety assessment to comply with regulations and procedures. Complete daily dynamic risk assessments
- Maintain and implement H&S guidelines for the CP unit
- Manage or oversee the delivery of all work Sessions and quality assurance processes to meet CP standards
- Ensure that placements are suitable for the provision of ETE delivery, and develop placements in conjunction with educational providers, and to ensure referrals to such placements are properly managed and promote this provision to all service users.
- Taking groups out to deliver community payback
- Work unsocial hours as and when required
- Attend and participate in local, regional and national meetings as required.
- Assist the manager to develop and maintain an up to date copy of documentation.
- To work as part of a team to develop future delivery of CP across the CRC, ensuring that it meets the quality framework.
- Use solo protect at all times
- Maintain tools , health and safety and maintenance log
- Manage and organise van maintenance
- Attend partnership forums, represent the organisation professionally and develop strategic relationships that support the delivery of Community Payback.
- Assist in Quality Assurance and audit activities, including the observation of pro-social modelling and provide feedback to staff and management.
- Attend all mandatory training as identified by the line manager. Engage fully in appraisal and performance monitoring processes and take personal responsibility for identifying continuous professional development opportunities.
- Work at all times in accordance with NSCRC Code of Conduct and challenge or report behaviours observed that do not conform to the professional standards expected of NSCRC employees.
- Work from at different locations, as required,.
- Undertake any other reasonable duty as directed by management

General Responsibilities:

- to undertake training as required
- to engage in regular supervision and appraisal/performance development review with line manager
- to adhere to CRC policies and procedures

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.

- Supervise groups of service users In a safe and pro social way in line with policy and the CP manual
- Contribute to the achievement of service level measures
- All health and safety procedures are complied with
- Improve the effectiveness of service delivery through quality assurance activity and constructive team and individual feedback, direction and guidance
- Identify and Risk assess placements to deliver Community Payback
- Successful merging and efficient practise for groups and elimination of stand downs

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

Committing to improve the service delivery, efficiency and overall performance of Community Payback
Own the performance of Community payback by setting and achieving ambitious goals, being solution focused to implementing change as agreed with the manager .

Team Spirit

Value diversity and equality in all decision and implementation decisions
Excellent communicator
Knowledge and implementation of Health and Safety of service delivery
Encourages others to progress and develop
Displays resilience and does not take set back personally
Acknowledges others contributions

Sprit of Progress

Anticipates and adapts to new circumstances , constantly looking to create value and growth
Openly encourages new thinking and perspectives
Challenges their own thinking
Admits to and learns from mistakes
Excellent IT, communication and presentation skills

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	
	Brand Notoriety	

