

**JOB DESCRIPTION**

Job Title :	Community Payback Officers
Grade :	Pay Band 3
Location :	Countywide provision
Responsible to:	Manager- Service Delivery
Liaison with :	All Local Management Centres, The Hub, Other Agencies, Members of the Public, Beneficiaries, Offenders

**MAIN PURPOSE OF THE ROLE**

The role is to ensure high quality delivery of Community Payback within Essex CRC;

- To ensure the effective, efficient and quality delivery of community payback, identifying and liaising with appropriate beneficiaries, agencies and stakeholders
- To identify and risk assess new projects
- To monitor performance targets for Community Payback and take action to ensure they are met.

**Duties and responsibilities**

1. Manage and develop all aspects of placement finding in line with the community payback operating model and CRC policy and Unpaid work manual.
2. Quality assure all placements in line with CRC policy and health and safety legislation.
3. Assess the performance of community payback supervisors at least once per month using tools agreed by the CRC and feedback to line manager.
4. To where required organise staffing resources on a day to day basis to deliver the service provision.
5. To manage the upkeep and organisation of all physical resources for effective delivery and health and safety.
6. To ensure key performance targets for community payback are met.
7. To liaise with NPS updating on suitable provision for high risk cases.
8. Offer advocate, advice and guidance on all aspects of community payback including promotion of services.
9. To attend and participate in local area and regional meetings including partnership meetings as directed to develop community payback and secure work opportunities.

10. Cover supervisors duties as and when required and offer county wide flexible support – this will involve weekend working and unsocial hours working.
11. Able to drive the community payback minibuses.
12. To have a good understanding of health and safety legislation and maintain, update all health and safety records
13. Ensure that in all contacts with offenders, they are alert to the needs of, and any harm that may be posed to children and adults with care and support needs. In the event of any of these safeguarding issues being identified they will consult with a manager and comply with the SET procedures.
14. Report immediately to the Responsible Officer (Offender Manager) when the offender's risk escalates or a change in circumstances occurs.
15. Liaise and work collaboratively with Responsible Officers, NPS, NOMS, CRC staff and other agencies in relation to community payback, in particular in order to minimise the risk of reoffending and risk of harm and to promote the safety of communities
16. Conduct interviews with offenders in Partnership Agency premises, individually and in conjunction with partnership staff and inform the responsible officer of the outcome of these interviews.
17. Report to the CRC Contract Manager or delegate the performance of partner organisations in relation to contracted targets for throughput and outcomes.
18. Participate in multi-agency panels and through these networks to identify development opportunities and service delivery opportunities, to enhance provision for offenders. To communicate these to the relevant managers for developing such provision.
19. Ensure effective communications, liaison and complementary working between CRC staff and partnership agencies, stakeholders such as PCC.
20. Develop and maintain sufficient knowledge of health and safety quality assurance and performance targets in line with CRC policy and unpaid work manual.

### **Core Administrative Duties**

1. Open, maintain and close offender records in accordance with Service Policies and Procedures, including records of any contact with the offender, and complete all administrative and statistical tasks relevant to the role.
2. Undertake home visits to interview offenders and their families and/or conduct interviews with offenders in CRC premises, partners premises and Prisons.
3. Engage with actual and potential partner agencies including statutory and third sector agencies to ensure effective partnership working.
4. Attend meetings to assess potential community payback placements need.

5. Work with colleagues and coordinate activity across the team and with other stakeholders, including attending meetings, to ensure the service is achieving its aims.
6. Comply with the protocols, policies and security arrangements of any statutory agency partner, if based with the partner agency.
7. Use the relevant information systems and technology and be competent to learn new systems effectively, including, for example, Delius, Word, Excel, e-mail systems, etc, as required/appropriate and as per policy.
8. Update and maintain all publicity for community payback.
9. Participate in supervision and appraisal with the line manager, including performance and development reviews. Engage in relevant training and development.
10. Ensure all activities are conducted in a non-discriminatory way in accordance with Service policies on Equality of Treatment and Opportunity.
11. Use resources efficiently and effectively, ensuring proper use and security at all times, and maintaining and checking all equipment and resources in own area of responsibility. This includes working within set budget and financial limits.

## Competences

National Occupational Standards for Probation (2013)

Details of units can be found on Skills for Justice website

<http://www.sfiuk.com/probation-qualifications-framework/>

	DIVERSITY
<a href="#">AA1(3)</a>	<p><b>Equality and diversity</b></p> <p>Demonstrates behaviour appropriate to the promotion of equality and valuing of diversity,</p> <p>Recognises and responds appropriately to the differing needs of others,</p> <p>Challenges behaviours and practices that are discriminatory, exclusive, unequal or unfair.</p> <p>Identify and understand barriers to engaging with individuals including mental health and disability issues and take this into account in work with offenders.</p>
	RISK, PROTECTING INDIVIDUALS
<a href="#">GC1(3)</a>	<p><b>Contribute to the protection of individuals from abuse</b></p> <p>Identify and report on individuals who are at risk of abuse,</p> <p>Notify appropriate other colleagues and/or agencies of the likelihood of risk of serious harm in line with organisational requirements,</p> <p>Communicate with other parties/agencies who need to be involved in the protection of individuals,</p> <p>Take action to minimise the effects of abusive behaviour,</p> <p>Contribute to reducing the risk of abusive behaviour,</p> <p>Consider the need to protect victims and take appropriate steps to do so,</p> <p>Identify safeguarding issues where there is a risk of serious harm to vulnerable individuals and demonstrate an understanding of the organisational process for reporting safeguarding issues.</p>
<a href="#">GC7(3)</a>	<p><b>Contribute to the prevention and management of abusive and aggressive behaviour</b></p> <p>Deal with incidents of abusive and aggressive behaviour,</p> <p>Contribute to minimising the risk of abusive and aggressive behaviour.</p>
	TACTICAL SKILLS
<a href="#">AE1(3)</a>	<p><b>Maintain and develop your own knowledge, skills and competence</b></p> <p>Gather feedback in order to assess own knowledge, skills and competence,</p> <p>Identify and record development needs and actions on PPDR,</p> <p>Evaluate outcomes and benefits of training and development.</p>

<a href="#">AD1(3)</a>	<p><b>Develop and sustain effective working with staff from other agencies and your own team</b></p> <p>Interact with people and share information in ways which are consistent with the policies and procedures of Essex CRC,</p> <p>Develop and sustain effective working relationships and effectively communicate with other agencies and team members</p> <p>Seek appropriate support when problems arise in working effectively with staff in other agencies,</p> <p>Ensure clear lines of accountability, which are central to achieving a joined up provision of services which effectively protect the public and reduce reoffending.</p>
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COMMUNICATION AND INFORMATION

<a href="#">AB1(3)</a>	<p><b>Communicate effectively with people maintaining the security of information</b></p> <p>Effectively communicate with offenders in a way that promotes engagement and compliance,</p> <p>Engage and communicate appropriately and effectively with a range of stakeholders; verbally, non-verbally and in written form,</p> <p>Communicate at all levels in a clear, concise and credible manner,</p> <p>Use different methods of communication to meet the different needs of people,</p> <p>Overcome barriers to effective communication,</p> <p>Convey complex and difficult information in an easy to understand and effective manner,</p> <p>Demonstrate taking appropriate precautions and controls when communicating confidential and/or sensitive information</p> <p>Maintain security of information.</p>
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ENGAGE INDIVIDUALS TO CHANGE

<a href="#">EC7(3)</a>	<p><b>Promote and reinforce positive behavioural goals during relationships with individuals</b></p> <p>Facilitate behavioural change using pro-social modelling,</p> <p>Review the effectiveness of behavioural change with individuals.</p>
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CASE MANAGEMENT/TECHNICAL SKILLS

<a href="#">EC6(3)</a>	<p><b>Assess individuals' needs and plan activities</b></p> <p>Contribute to the assessment of individuals' abilities and needs,</p> <p>Plan agreed development activities for individuals.</p>
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<p><a href="#">ED1(3)</a></p>	<p><b>Supervise integrated interventions and support to address the offending behaviour of individuals</b></p> <p>Supervise and support integrated interventions delivered by others,</p> <p>Communicate with individuals about the interventions and support they need,</p> <p>Plan integrated interventions and support to meet individuals' needs and develop their strengths,</p> <p>Review the effectiveness of integrated interventions and support.</p>
<p>AF4(3)</p>	<p><b>Conduct an assessment of risk in the workplace</b></p> <p>Carry out risk assessments, identify potential hazards and organise placements in line with Essex CRC policies and practice,</p> <p>Comply with Health and Safety Legislation,</p> <p>Assess levels of risk, put in place appropriate measures, recommend action.</p>
<p>GJ1(3)</p>	<p><b>Provide development activities for individuals</b></p> <p>Prepare development activities for individuals,</p> <p>Support individuals in activities,</p> <p>Evaluate and report on activities.</p>