



## BeNCH CRC – Safeguarding Project

### **Job Description – Senior Probation Officer (Safeguarding)**

Date Last Reviewed: May 2015, by Operations Director (Herts)

Place of Work: Within Children's Safeguarding Team  
Grade: Band 5  
Hours: 37 per week  
Job Location: BeNCH  
Line Manager: Operations Director (Herts)

Contract:

### **STATEMENT OF VALUES:**

BeNCH CRC is wholly committed to the elimination of any form of discrimination within all aspects of its work. It values people and believes in working together, in sharing problems and conflicts and resolving them in an atmosphere of partnership, both within the service and outside.

Our Vision – A leading provider of innovative justice services that change people's lives

Our Mission – To deliver efficient quality services in conjunction with our partners, to further reduce re-offending and make our communities safer.

The Family Safeguarding Team aims to keep the highest risk children and families in Hertfordshire together safely, improve health and educational outcomes for the children and reduce physical and emotional harm in families.

### **JOB PURPOSE:**

Manage, lead and develop a group of operational domestic violence workers in delivering probation services in accordance with the needs of the Children's Safeguarding Team, relevant policies, standards and objectives; develop and manage partnerships to enhance service delivery; liaise with and represent the Service to other agencies and organisations.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **1 Manage activities**

- Manage and maintain programmes or other activities to meet the Children's safeguarding team requirements and the relevant requirements and performance targets in relation to service users
- Manage change in organisational activities
- Work closely with social services team and area managers to contribute to the annual team plan in conjunction with co-managers and in line with the key performance requirements
- Contribute to the establishment of strategies and procedures to guide the work of your team
- Contribute to the evaluation and improvement of performance in the organisation as a whole to ensure that performance targets are met
- Contribute to and support the organisation's commitment to staff development
- Liaise with key stakeholders (internal/external) to achieve objectives.

### **2 Work with others**

- Represent the organisation positively to a variety of audiences
- Review internal and external operating environments, including: identifying and developing suitable partnerships
- Establish and maintain effective links with partnership agencies especially children's safeguarding.
- Facilitate training for partners and staff, delivering where appropriate
- Manage contract delivery and verify expenditure

### **3 Manage risk**

- Categorise and manage high risk cases
- Have a good up to date understanding of dynamic risk in relation to safeguarding and domestic violence.
- Ensure that staff members are competent to manage risk escalation and work with high risk cases.
- Implement internal policies and procedures for risk management
- Have or be prepared to develop a good understanding of programmes delivery related to managing risk.
- Be prepared to prioritise and escalate risk as required through MARACS, MAPPA and children's safeguarding.
- Review operations and carry out continuous improvement in managing risk
- Manage health and safety issues for staff and service users in relation to own and team activities.

### **4 Manage people**

- Manage yourself, develop and enhance your own resources
- Manage and supervise a team of operational staff, either directly or through first line team leaders (programmes), ensuring good and up to date standards of performance in line with service policies and procedures and national standards
- Train, motivate and develop teams and individuals to enhance performance
- Lead the work of teams and individuals to achieve their objectives
- Plan, allocate and evaluate work carried out by teams and individuals

- Create, develop and maintain productive working relationships with co-managers and others
- Contribute to the selection of new staff
- Undertake induction, supervision and appraisal of staff, manage poor performance

## **5 Manage resources**

- Support the efficient use of resources

## **6 Manage information**

- Keep self and team up to date with new developments
- Obtain, record and analyse information to devise solutions to problems, develop strategies and aid decision making and problem solving by others
- Chair and participate in formal meetings
- Ensure security and confidentiality of clients' records and that all client data is handled sensitively and appropriately

## **7 Manage quality**

- Promote the importance and benefits of quality, and aim for quality standards in dealing with suppliers, contractors, etc
- Manage continuous improvement in the delivery of services to offenders and other service users in line with performance management objectives and targets
- Provide advice and support for the development and implementation of quality systems
- Implement quality assurance systems
- Monitor compliance with quality systems
- Lead on thematic inspections

## **8 Manage equal opportunities and diversity**

- Promote people's rights and responsibilities
- Promote equality and diversity
- Promote the rights to confidentiality of information
- Challenge discrimination and disadvantage both in the organisation's internal operations and in its dealing with service users, partnerships, agencies, etc

## **10 General**

The post holder will at all times:

- Undertake such other duties which may appropriately be delegated by the service
- Be willing to attend courses, working parties etc, where necessary to facilitate personal development and greater effectiveness within the post.
- Ensure Health & Safety standards required by the organisation are met
- Use new IT technology/software as required.
- Ensure and maintain confidentiality of information



**PERSON SPECIFICATION**  
**Senior Probation Officer – Safeguarding Team**

		Essential	Desirable	Tested by:
1.	Relevant probation qualification	X		Application form/certificate
2.	Experience of assessing & managing risk especially in relation to domestic violence and child safeguarding	x		Application form
3.	Ability to lead effectively through change	X		Application form/interview
4.	Ability to analyse and solve problems creatively	X		Interview
5.	Experience of supporting, developing & managing others to improve performance	X		Application form/interview
6.	Ability to understand and promote equality, diversity and ethics	X		Application form/interview
7.	Understanding of the principles of the Probation Service and an ability to reduce re-offending	X		Application form
8.	Excellent oral communication skills, active listening, using a variety of styles, presenting difficult ideas in a way that promotes understanding, acting on feedback, influencing others	X		Interview
9.	Excellent written communication skills, ability to identify style appropriate to audience, presenting complex ideas clearly	X		Application form
10.	Manage continuous improvement in the delivery of services in line with performance management objectives and targets	X		Application form/interview
11.	Ability to act assertively and take control of situations & events	X		Interview
12.	Establish and maintain effective links with partnership agencies especially child safeguarding	X		Application form
13.	Ability to recognise opportunities for change/improvement	X		Application form/interview
14.	Ability to prioritise tasks and work under pressure	X		Interview
15.	Ability to use data to understand trends and inform improvements in service delivery		x	Application form
16.	Plan prepare and implement projects to agreed timescales		X	Application form/interview