

Job Description: **Community Payback Supervisor**

Date written: **December 2015**

JOB LOCATION: **Community Payback**

GRADE: **Band 3**

Reporting to: **Community Payback Manager**

General values:

The following values are a general background to the specific duties and responsibilities:

- Working to reduce crime and the fear of crime
- Delivering the best possible quality of service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

OVERALL PURPOSE OF JOB

To contribute to the protection of the public and building safer communities through the delivery of Community Payback placements for service users to complete Unpaid Work Requirements, as sentenced by the Courts.

The purpose of BeNCH Community Payback is 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 BeNCH CRC, 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 BeNCH CRC 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.

The Community Payback Unit operates from bases across BeNCH. Its functions and objectives are:

- To deliver Community Payback and the proper punishment of the Court
- Conduct risk assessments and ensure safe working practices are in place, including the full induction of service users to the working environment
- Enforce breaches of Unpaid Work Requirements in a timely and rigorous manner, in line with BeNCH Enforcement procedures
- Work in partnership with public, private and voluntary sectors to build safer communities and reduce crime

MAIN DUTIES AND RESPONSIBILITIES:

- 1 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.
- 2 Ensure the full and rigorous delivery of Unpaid Work contributing to the proper punishment of Service User's and promoting reductions in reoffending.
- 3 Act as a pro-social model, encouraging constructive behaviours and motivating and influencing positive life changes which contribute to reductions in reoffending.
- 4 Exhibit the highest standards of professionalism, engendering a sense of confidence in the public of the Criminal Justice System and BeNCH CRC.
- 5 Encourage, motivate and inspire Service User's to attend Unpaid Work and contribute positively to successful completion of Community Payback projects.
- 6 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.
- 7 Work in accordance with Site Risk Assessments, 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.
- 8 Work closely with other BeNCH CRC staff, including Administration and Responsible Officer's to ensure the timely sharing of information which contributes to effective Order and Risk Management.
- 9 Hold a full UK Driving Licence and drive BeNCH CRC vans to transport Service User's to and from Community Payback projects, ensuring compliance at all times with the BeNCH CRC Driver's Handbook.

- 10** 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.
- 11** Work at all times in accordance with BeNCH CRC Code of Conduct and challenge or report behaviours observed that do not conform to the professional standards expected of BeNCH CRC employees.
- 12** Work from time to time at different locations, as required, and in line with the Mobility Policy.
- 13** Undertake any other reasonable duty of the role as directed by Management.

PERSON SPECIFICATION

	Competency	Essential	Desirable
1.	Qualified to NVQ Level 3 in Probation Studies or equivalent experience	X	
2.	Knowledge of the Criminal Justice System and role of the CRC with Probation Services	X	
3.	Good interpersonal skills. Able to respond to resistance positively and professionally	X	
4.	Able to work in a non discriminatory way; awareness of and compliance with Equalities legislation.	X	
5.	Calm under pressure, resilient and able to react quickly to changing priorities	X	
6.	Effective team working skills	X	
7.	Knowledge of H&S in the workplace and desire to complete H&S training	X	
8.	Seek to attain continuous improvement	X	
9.	Able to follow policy and process and be well organised	X	
10.	Competent in the use of a range of I.T. software packages	X	