

## **JOB DESCRIPTION**

Job Title : Community Integration Officer

Grade : Pay Band 3

Location : Posts Based in Specified Local Delivery Units

Responsible to: Manager- Service Delivery

Liaison with : Other Local Delivery Units and Head Office, Other Agencies,  
Members of the Public

## **SCOPE AND FORMAT**

The role is to deliver provision which facilitates community integration through Accommodation; Education, Training and Employment, and Finance, Benefit and Debt input for referred offenders.

## **MAIN PURPOSE OF THE ROLE**

To ensure offender access to the provision which promotes community integration and reduces reoffending, by working with offenders, colleagues & partners in the community to ;

- reduce unemployment through referral to Education, Training and Employment provision
- improve life circumstances through supporting offenders' search for appropriate and sustainable housing
- support offenders with Finance, Benefit and Debt options and solutions.

## **DUTIES AND RESPONSIBILITIES**

1. Upon receipt of referral from the responsible officer or resettlement team – assess, advise and seek solutions for offender's community integration needs.
2. Design and deliver an effective action/achievement plan with the offender using specialist agencies as applicable. This should be based on an initial assessment of the offender's risk, needs and abilities. Progress and outcomes delivered should be recorded, monitored, reviewed and updated regularly and in line with contract requirements.
3. Contribute to the assessment and, where appropriate, to the review of the risk posed by offenders and take the necessary actions in respect of any activities/engagement with service users, including attention to personal safety.
4. Maintain contact, as agreed with the Responsible Officer, with service users in accordance with the requirements of the service. This includes maintaining a professional relationship and being a good role model to offenders.

5. Undertake Supervision Plan reviews, identifying and maintaining focus on achievement of the desired Community Integration outcome for the service user, ensuring they are assisted to prepare for and participate in suitable opportunities.
6. Arrange for service users to partake and actively engage in decisions that affect them, ensuring they have input in shaping the nature of services delivered to/with them, by providing information, requesting feedback, consulting, and facilitating their participation in other innovative ways.
7. 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.
8. Report immediately to the Responsible Officer when the offender's risk escalates or a change in circumstances occurs.
9. Deliver one-to-one and groupwork interventions to offenders as agreed with the CRC.
10. Liaise and work collaboratively with Responsible Officers, TTG partner staff, mentors, NOMS staff, CRC staff and other agencies in relation to community integration plans and interventions, in particular in order to minimise the risk of reoffending and risk of harm and to promote the safety of communities.
11. 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.
12. Report to the CRC Contract Manager the performance of partner organisations in relation to contracted targets for throughput and outcomes.
13. 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.
14. Ensure effective communications, liaison and complementary working between CRC staff and partnership agencies.
15. Develop and maintain sufficient knowledge of community integration provision throughout the County to provide cover
16. Undertake home detention curfew checks and prepare associated reports.
17. Work in either community or custody settings delivering core resettlement services.

### **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. Work with colleagues and coordinate activity across the team and with other stakeholders, including attending meetings, to ensure the service is achieving its aims.
5. Comply with the protocols, policies and security arrangements of any statutory agency partner, if based with the partner agency.
6. Use the relevant information systems and technology effectively, including, for example, Delius, Word, Excel, e-mail systems, etc, as required/appropriate and as per policy.
7. Participate in supervision and appraisal with the line manager, including performance and development reviews. Engage in relevant training and development.
8. Ensure all activities are conducted in a non-discriminatory way in accordance with Service policies on Equality of Treatment and Opportunity.
9. 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>Equality and diversity</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>Contribute to the protection of individuals from abuse</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>Contribute to the prevention and management of abusive and aggressive behaviour</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>Maintain and develop your own knowledge, skills and competence</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>Develop and sustain effective working with staff from other agencies and your own team</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</p>

	<p>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>
	COMMUNICATION AND INFORMATION
<a href="#">AB1(3)</a>	<p>Communicate effectively with people maintaining the security of information</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>

	ENGAGE INDIVIDUALS TO CHANGE
<a href="#">EC7(3)</a>	<p>Promote and reinforce positive behavioural goals during relationships with individuals</p> <p>Facilitate behavioural change using pro-social modelling,</p> <p>Review the effectiveness of behavioural change with individuals.</p>
<a href="#">FI4(3)</a>	<p>Support individuals towards their resettlement in the community from a custodial environment</p> <p>Support and work with individuals in their resettlement process</p> <p>Plan activities to prepare individuals for resettlement</p> <p>Monitor and report on resettlement activities</p> <p>Support individuals preparing for resettlement.</p>
<a href="#">GA1(3)</a>	<p>Enable individuals to access services and facilities</p> <p>Help individuals find out and use services and facilities.</p> <p><b>Accommodation</b></p> <p>Identify accommodation needs</p> <p>Draw together options for housing and for support</p> <p>Work with individuals to identify housing and support</p> <p>Set up systems for regular review of housing and support</p> <p>Review effectiveness and suitability of housing and support with individuals</p>

	<p><b>Employment, Training and Education</b>  Identify employment, training and education needs  Draw together options for employment, training and education  Work with individuals to access employment, training and education support  Review effectiveness and suitability of support</p> <p><b>Finance, Benefit and Debt (FBD)</b>  Identify finance, benefit or debt needs and provide basic advice  Complete full assessments, identify both long and short term goals and develop action plans where appropriate  Review and report on progress and success of FBD action plans</p>
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	<b>CASE MANAGEMENT/TECHNICAL SKILLS</b>
<a href="#">EC6(3)</a>	<p>Assess individuals' needs and plan activities</p> <p>Contribute to the assessment of individuals' abilities and needs,</p> <p>Plan agreed development activities for individuals.</p>
<a href="#">ED1(3)</a>	<p>Supervise integrated interventions and support to address the offending behaviour of individuals</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>