

# Job Description: Mentoring Manager (Band 5)

Function:	Manager – Mentoring Team
Position:	<b>Manager – Mentoring Team</b>
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Director with lead responsibility for Interventions
Additional reporting line to:	
Position location:	TBC

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

To contribute to reducing reoffending and risk, changing lives for the better and improving the quality of life for those under CRC supervision through the effective delivery of probation services.

This role will focus on supporting the CRC to deliver mentoring services to the desired performance and quality standards. This will be achieved through data analysis to deliver efficiency and performance targets, achieving continuous improvement.

The role will require the Implementation and maintenance of service delivery utilizing effective organisation, leadership and staff Development.

The manger will be required to implement change, and monitor and review progress against the CRC business plan and contract delivery in achieving the required standards of provision.

The job requires the management of a dispersed and mobile staff team to ensure quality services are delivered and performance and contractual targets met within a resource allocation framework.

Developing and maintaining partnership working with other agencies and local stakeholders to ensure coordinated service delivery is a key aim of the job.

## 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.



**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.

- Identify appropriate mentors
- Ensure suitable candidates are trained promptly so that they can start work with Service Users
- Ensure mentors can support mentees in achieving their goals
- Provide feedback to develop mentor practices and address any issues with quality of delivery.
- Develop and sustain relationships with the Responsible Officers managing the Order and Interventions teams/Supply Chain who are working with the Service User.
- Work to overcome any blockages to referrals being made and promote the team's services
- Ensure that referrals for Mentoring are acted upon in a timely manner so that a suitably qualified candidate is identified to commence the work promptly.
- Complete Quality inspections on a weekly basis
- Implement the provisions of the Business Plan for the Mentoring Service
- Comply with policy and feed into contract meetings
- Deliver a quality outcome focused service in line with policy and practice guidelines
- Assist the deputy director to deliver on Strategic Plans
- Develop external relationships in seeking to identify suitable mentors

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

**Manage People**

- Ensure staff effectiveness through appropriate and timely provision of induction, supervision and appraisal and completion of associated reports and records.
- Manage staff performance and carry out procedures in line with policy, e.g. absence management, discipline, capability, grievance and complaints.
- Deliver training and/or coaching as appropriate.
- Ensure the safeguarding of children and vulnerable adults is prioritised in all contact with service users
- Provide support, staff development, and practice improvement, including practice observation and feedback as appropriate.
- Allocate work and delegate activities where appropriate.
- Assist and direct staff in planning and prioritising activities in order to meet policy and practice requirements.
- Participate in recruitment processes.
- Provide direction and leadership to staffing group.
- Participate in the development of new staff roles as required by changing service needs.

**Manage Resources**

- Contribute to budget setting, produce costing proposals and analysis and manage delegated budgets in accordance with financial regulations and delegated authorities.
- Plan, prioritise, allocate and optimise resources to achieve best value and effective service delivery.
- Monitor and ensure compliance with finance and audit policies and procedures
- Authorise expense claims and leave requests.

- Develop and action contingency plans to cover staff sickness absences

### **Manage Activities**

- Contribute to policy and practice guidance development, implement and monitor as appropriate.
- Plan service delivery to meet requirements.
- Ensure compliance with quality standards and CRC policies, and government directives and requirements.
- Promote team working to achieve effective working and contribute to achievement of overall business plan objectives.
- Manage risk in the context of functional activity, liaising with the National Probation Service.
- Contribute to the management of organisational risk issues.

### **Manage Information**

- Liaise and attend meetings with senior leadership team, contract management teams, and national, local and regional colleagues, to achieve appropriate information exchange and effective risk management.
- Communicate service delivery and policy information/issues to staff and senior managers and feedback appropriately.
- Review, monitor, analyse and utilise information and data effectively to improve performance. Produce internal/external reports and returns as required.
- Manage and utilise information in accordance with CRC information technology, data and security policies.
- Make appropriate use of available IT and information systems and hardware/equipment.

### **Manage Quality**

- Undertake quality assurance activities as required.
- Monitor and analyse work quality and output and seek improvement where necessary/required.
- Contribute to the evaluation of organisational performance.

### **Health and Safety**

- Maintain a safe workplace.
- Ensure staff utilise PPE and follow safe working systems
- Manage incidents at work under CRC's business continuity arrangements.
- Conduct accident and incident investigations, make recommendations for improvements, monitor and ensure implementation of agreed action points.
- Undertake appropriate risk assessments, (e.g. home visits, lone working, VDU assessments), review against specific work and/or individual requirements and monitor, adjust and implement appropriately.
- Conduct team health & safety work environment and practice audits, make recommendations, monitor and ensure implementation of agreed action points.

### **Diversity**

- Promote equality and diversity and ensure all activities are conducted in an anti discriminatory way in accordance with our equalities and diversity policy.

## **SPECIALIST RESPONSIBILITIES**

### **All Service Delivery Managers**

- Ensure effective and professional management of all service users under their responsibility, combining rehabilitative approaches and controls to help service users change their attitudes and behaviours and deliver the punishments of the courts,
- Ensure case allocation system is quick and effective, liaising with NPS as necessary,
- Identify and sanction appropriate interventions, achieve necessary offender referral rates,
- Conduct Quality Assurance activities, case inspections, etc,
- Ensure staff are taking all opportunities to promote and safeguard the welfare of children and vulnerable adults,
- Manage performance of staff in relation to CRC targets and Contract requirements/deliverables including coaching and training of staff in practice and operational requirements,
- Attend and participate in Performance Management Meetings ,
- Represent CRC at meetings with stakeholders, partners and suppliers, building/maintaining effective and productive relationships,
- Investigate Accident and Incident Reports and contribute to recommendations for follow up actions within agreed timescales
- Attend and contribute to CRC Health and Safety Committee meetings
- Model, reinforce and reward pro social attitudes, behaviour and feelings – model and promote our organisation values.

### **Case management**

- Manager ensuring effective and professional Offender engagement,
- Approve risk escalation activity including the NPS interface
- Ensure the interface with the NPS is effective in relation to enforcement of court orders and recall to prison
- Issue final warnings to service users on licence in appropriate cases

### **Interventions**

- Manage the Interventions team (Treatment Managers, Programme Tutors, CP staff, Wrap Round Services staff (Community integration ) ensure effective and professional offender engagement,
- Plan, schedule, manage delivery of local/county-wide programme portfolio and contribute to the regional development of programmes,
- Manage and deliver programme specific assessment Centre activities plus performance management/quality assurance of Treatment Managers and Programme Tutors,
- Monitor offender attendance and attrition rates,
- Placement development and monitoring against required outcomes
- Monitor and contribute to the evaluation of Unpaid Work. (e.g. Throughput/Completions/Compliance/Attendance rates),
- Implement Health and Safety procedures relevant to the safe operation of Unpaid Work with the safety of staff being paramount
- Attend CSP meetings and manage the development of Community Safety initiatives for Unpaid Work at a local level.
- Authorise and manage CP budget expenditure (payment of supervisor work hours, tool budget, transport budget),

### **Through the Gate and Community Integration**

- Manage the full Delivery of through the gate delivery and community integration services
- All through the gate services and pathway support will be quality assured as per agreed timetable
- Liaise and work with all stakeholders
- Report into the SLT and provide data and quality/ performance assurance and updates
- Ensure effective liaisons are in place with the Managers, Staff and Local Stakeholder.

- To work as part of a team to develop future delivery across the CRC, ensuring that it meets the quality framework.
- Monitoring of performance, develop and implement, if required, improvement plans to deliver in line with objectives.
- Seek and develop new partnerships that are in line Annual service and strategic plans.
- Monitor Scheduling

## **COMPETENCES**

Competences are drawn from the Management and Leadership Standards 2008

### **Managing self and personal skills**

- Manage your own resources and professional development A2

### **Providing Direction**

- Develop and implement operational plans for your area of responsibility B1
- Provide leadership in your area of responsibility B6
- Ensure compliance with legal, regulatory, ethical and social requirements B8
- Manage risk B10
- Promote equality of opportunity and diversity in your area of responsibility B11

### **Facilitating change**

- Encourage innovation in your area of responsibility C2
- Plan, lead and implement change C4,5&6

### **Working with people**

- Develop productive working relationships with colleagues and stakeholders D2
- Recruit, select and keep colleagues D3
- Allocate and monitor the progress and quality of work in your area of responsibility D6
- Provide learning opportunities for colleagues D7
- Help team members address problems affecting their performance D8
- Build and manage teams D9
- Reduce and manage conflict in your team D10
- Lead meetings D11
- Support individuals to develop and maintain their performance D13
- Initiate and follow formal processes (grievance/disciplinary/capability/III Health Capability procedures D14&15
- Build and sustain collaborative relationships with other organisations D17

### **Using resources**

- Manage finance for your area of responsibility E2
- Identify, assess and control health and safety risks E5
- Ensure health and safety requirements are met in your area of responsibility E6
- Take effective decisions E10
- Communicate information and knowledge E11

### **Achieving Results**

- Manage a project F1

- Manage business processes F3
- Work with others to improve quality of service F8
- Manage the achievement of customer satisfaction F11
- Manage quality systems, prepare and carry out quality audits F13, 14, 15
- Manage the delivery of customer service in your area of responsibility F17

#### **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.

- Contribute to the achievement of service level measures and associated Assurance Metrics
- Improve the effectiveness of service delivery through quality assurance activity and constructive team and individual feedback, direction and guidance
- Monitor and contribute to the successful completion of action plans.
- Risk Assess the work of the mentors
- Ensure the availability of mentors can meet demand

#### **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 the team
- Own the performance of the team by setting and achieving ambitious goals, being solution focused to implementing required changes

##### **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

##### **Spirit 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		