

Job Description

JOB TITLE: **Responsible Officer (PSO)**

RESPONSIBLE TO: **Dependant on role**

KEY DUTIES:: To undertake assessment of service users, management of service users and delivery of interventions to service users to assist in reducing reoffending.

BAND: **Band 3**

DATE REVIEWED

REVIEWED BY:

Purpose of the Job:

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

In particular this role will focus on supporting BeNCH CRC to deliver Custody and Community integration interventions to service users to support their reintegration into the community.

Develop relationships and working with partner agencies and stakeholders to ensure positive pathway outcomes and opportunities for service users, delivering group work and one to one activity to the desired quality standards. This will be achieved through the direct delivery of integration services.

Ensuring Quality services are delivered and performance and contractual targets

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 service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

Responsible Officer Profile

- Engage individuals to change
- Promote desistance
- Assess and respond to Risk of Harm to others
- Assess, plan and sequence interventions based on risk and need
- Respond to diversity of individuals
- Communicate with a range of people in different settings
- Work as part of a team including with other agencies (Tactical Skills)
- Contribute to good practice

Main Responsibilities – Hub Responsible Officer:

- **Based in the Hub**
- **Reporting to the Hub Manager**
- Assess offender risk, need and closeness to change
- Formulate plans to manage risk and promote desistance in accordance with resource allocation, including sequencing interventions for maximum impact,
- Manage the resource allocation throughout the service user journey
- Undertake role of Responsible Officer for allocated cases, ensuring the delivery of the sentence of the Court, including cases assessed as high likelihood of reoffending and medium risk of harm. Higher risk and complex cases to be managed in consultation with a Responsible Officer (PO).
- Demonstrate awareness of the need to safeguard children and vulnerable adults and respond appropriately to risks emerging for these service users.
- Remain alert to behavioural change and additional information that indicates increased risk of harm or re-offending, and respond accordingly
- Engage and liaise with other intervention providers, NPS, key partners and stakeholders to ensure a co-ordinated and relevant response to the service user.
- Contribute to progress, risk review and breach reports
- Contribute to practice development and standards

Responsibilities of other roles

Responsible Officer (PSO)

- **Based in the Local Management Centre or Neighbourhood Centre**
- **Reporting to the LDU team manager**
- Assess offender risk, need and closeness to change
- Delivery of Induction/New Direction module
- Deliver RAR sessions including one to one engagement and offending behaviour group-work modules
- Formulate plans to manage risk and promote desistance in accordance with resource allocation, including sequencing interventions for maximum impact,
- Manage the resource allocation throughout the service user journey
- Undertake role of Responsible Officer for allocated cases, ensuring the delivery of the sentence of the Court, including cases assessed as high likelihood of reoffending and medium risk of harm. Higher risk and complex cases to be managed in consultation with a Responsible Officer (PO).
- Demonstrate awareness of the need to safeguard children and vulnerable adults and respond appropriately to risks emerging for these service users.
- Remain alert to behavioural change and additional information that indicates increased risk of harm or re-offending, and respond accordingly
- Engage and liaise with other intervention providers, NPS, key partners and stakeholders to ensure a co-ordinated and relevant response to the service user.
- Contribute to progress, risk review and breach reports
- Contribute to practice development and standards

Facilitator

- **Based in the Local Management Centres**
- **Reporting to the Programmes Manager**
- Deliver high quality interventions to the trained standard.
- Complete thorough and in-depth session debriefs.
- Attend supervision sessions

- Promote a positive learning environment that is safe and secure to both staff and service users.
- Present as a positive role model to the service users within the group
- Conduct 1-to-1 interviews at the commencement of the programme and after each module with your named service users.
- To comply and support internal and external audit.
- To deliver any interventions that will support income generation and rate card funding
- To deliver interventions and services externally to the CRC as required, i.e. CAF/CASS and local authority etc.
- To write quality post program reports within a specified timeframe for service users completing the program.
- To attend any training as required of the job role.
- To participate fully with the treatment management process.
- To deliver presentation internally and externally to market Interventions.
- To work closely with OM staff to manage risk and safeguard children and vulnerable adults.

Education Training and Employment (ETE)

- Deliver Employment, Education and Training Group Work sessions
- Work to set performance targets
- Provide information and advice on one-to-one basis to support service users in education, training and employment

Prison – Through The Gate

- **Based in Identified Prison**
- **Reporting to Partnership Lead**
- To support successful reintegration of service users into the community by ensuring there is genuine engagement, using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence and community integration.
- To develop and review resettlement plans (BCST2) and support service users in achieving objectives as appropriate.
- To deliver identified mandatory services as identified in delivery specifications and rate card marketing materials
- To be responsible for accurate and up to date offender records/support plans making sure all objectives are achieved within required timeframe.
- Comply with any standards or procedures as detailed in the Prison Induction and professional standards manual.
- Achievement of recognised KPI targets for delivery
- Achievement of required income generation targets.
- Ensure adherence to prison security and safety policies

General Responsibilities:

- Attend any training as and when required.
- Travel and home visits may be required

The post holder will at all times

- Undertake such other duties which may appropriately be delegated by the Service.
- Attend courses, working parties etc, where necessary, to facilitate personal development and greater effectiveness within the post
- Carry out his/her duties with regard to the organisation's policy on Equal Opportunities
- Use IT equipment and software as required

- Ensure that the Health & Safety standards required by the organisation are met in the workplace

Key Performance Indicators (KPIs)

- Operational performance targets are met or exceeded
- Reduction in reoffending rates
- All accredited programmes are delivered as required, with minimal attrition and high audit scores
- Cases managed within the resource allocation framework
- Positive feedback from service users, partners and stakeholders
- To work in accordance with all BeNCH policies and procedures

Person Specification – PSO Profile

		Essential	Desirable	Tested by:
1.	Motivational service user facing skills	X		Application form/interview
2.	Organised and able to plan	X		Application form/interview
3.	Operating to tight deadlines	X		
4.	Detailed & accurate work	X		
5.	Good IT skills	X		
6.	Interpersonal skills for phone & face to face contact with service users & agencies	X		
7.	Pro-social modelling positive behaviour with service users	X		
8.	Calm under pressure	X		
9.	Tenacity	X		
10.	Appropriate use of authority	X		
11.	Good team working skills	X		
12.	High level literacy skills	X		
13.	Highly motivated	X		
14.	Performance & outcome orientated	X		
15.	Open-minded & supportive approach to service users	X		
16.	Ability to build strong relationships in working with others	X		
17.	Qualified to NVQ level 3 in Probation studies or equivalent	X		
18.	Resilient	X		
19.	Seeks to attain continuous improvement	X		
20.	Knowledge of the Criminal justice system		X	
21.	Experience of working with service users and other vulnerable adults		X	

i