

Job Description:

**Key Worker Manager**

**HMP Northumberland**

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| Function: | Residence | |
| Job: | Administration Manager (J1) | |
| Position: | Key Worker Manager | |
| Job holder: | ……………….. | |
| Date (in job since): | N/A | |
| Immediate manager  (N+1 Job title and name): | Heads of Residence | |
| Additional reporting line to: | N/A | |
| Position location: | HMP Northumberland | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | |
| * To act on behalf of the Director in the matter of Key Work within HMP Northumberland; providing effective and appropriate support and direction in regards to Key Work strategies. * To fulfil the role of non-operational manager; this includes the management of the Key Work initiative reporting to the Heads of Residence and the Deputy Heads of Residence. The role will primarily focus on Key Work but may involve line management responsibilities and contribution to the wider remit of the Residential Function on occasion. * To provide effective management in accordance with Sodexo’s procedures and policies whilst demonstrating the Sodexo Management Behaviors at all times. | | |
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Draft. Version: 27-03-2014

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| 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. |
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| **3. 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. |
| * To ensure the focus of the key worker role is maintained, to reduce the negative effects of imprisonment. Ensuring Key Workers coach, guide and encourage in order for a person in custody to: * settle, feel safe and be calm; * engage in their rehabilitation; and * progress through their sentence * To ensure correct reporting of meetings between Key Worker and residents is achieved on a consistent basis demonstrating qualitative input tailored to the individuals; taking personal responsibility to oversee that 100% (monthly) compliance is achieved with the requirement to report via C-Nomis. * Provide training, support, advice and guidance to those within the Key Worker management chain including Key Worker champions and Key Workers * To provide a monthly report to the SMT that is accurate, thoughtful and helpful enabling a determination as to the key influencers and locations of best practice, which will allow shared learning and drive up standards. Poor performance must be highlighted with an appropriate solution devised and presented. * Be responsible for the delivery of actions relating to the Key Work Strategy. Work in Partnership with the Deputy Director, Residence, OMU and Security to ensure services and local practices meet the needs of the population. * Promote the Key Work Strategy ensuring that staff understand the evidence base as to why this is a priority for the prison, that we meet HMPPs’ minimum expectations as to what we should undertake in our Key Work activities and our local Key Work Strategy Action Plan. * Be responsible for the timely delivery of actions on the Key Work Action Plan and provide feedback to the Senior Management Team as to progress. * Implement support services framework and training for staff. |

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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To have personal oversight of the Key Work procedures: * Appropriate caseloads * Good quality entries on Nomis that indicate a good Key Worker/Resident relationship with an understanding of the residents individual needs, family, employment, OASys and general wellbeing * To quality assurance the process including appropriate investigation of the system, evidence gathering and supporting staff members who carry out Key Work duties. * Working with the Deputy Heads of Residence and Residential SPCOs to prioritise Key Work and the completion of key outputs. * Undertaking additional work to support the performance of the Residential Function and ensure the attainment of the Key Work Strategy desired performance outcomes |

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| 5. 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. |
| * 100% information recording on C-Nomis * Delivery of Key Work Action Plan objectives * Effective case management processes * Useful Management Information informing strategy |

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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience of a custodial environment and ability to apply prison rules legitimately. * Project Management desirable * Strong Communication skills and use of IT including Excel and Word * Must have a clear understanding of critical timescales and performance outputs * Demonstrates the ability to identify problems and provide solutions or recommendations. * Strong organisational and prioritising skills imperative |

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| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction * Quality of Services provided |  | | * Rigorous management of results |  | | * Brand Notoriety |  | | * Leadership & People Management |  | | * Innovation and Change |  | |  |  | |  |  | |

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| 8. Management Approval – To be completed by document owner |
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