

Job Description:

Community Payback Officer (Band 3)



Function:	Community Payback
Position:	Community Payback Officer
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Community Payback Manager– Community Payback
Additional reporting line to:	Community Payback Senior Officer
Position location:	BeNCH – Bedfordshire, Northamptonshire, Cambridgeshire, Hertfordshire

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

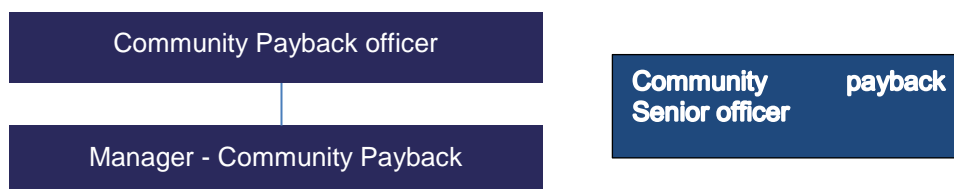
The purpose of BeNCH Community Payback is to provide rigorous and effective punishment, reduce the likelihood of re-offending, rehabilitate the service user and enable reparation to the local community. The Community Payback Unit provides service users with the opportunity to make reparation by performing demanding unpaid work for the benefit of local communities.

The role is responsible for ensuring that a sufficient and wide variety of unpaid work projects are available that meet the needs of the diverse range of service user's that we work with. The post-holder will support local management in achieving efficiency of delivery by managing logistics such as the scheduling of projects and placements, fleet management, ordering consumables etc., as well giving every opportunity to ensure that Orders are completed within 12 months. The post-holder will also be responsible for identifying projects, ensuring that risk assessments support safe working and that risk assessments are reviewed regularly. In all aspects of the role the Community Payback Officer must work in accordance with the Community Payback Manual

In particular this role will focus on supporting BeNCH CRC to deliver Community Payback to the desired quality standards. This will be achieved through data analysis to deliver efficiency and performance targets, monitoring of Health and Safety achieving continuous improvement.

To ensure quality services are delivered and performance and contractual targets met within a resource allocation framework. To work in partnership with other agencies and local stakeholders to ensure coordinated service delivery

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.



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.

- Work with Community payback teams to implement the unpaid work manual.
- Oversee HMPPS cases and progress
- Assist the manager to deliver on Strategic Plans
- Develop external relationships with beneficiaries to ensure appropriate projects are available at all times
- Support teams through the provision of advice and guidance to develop and maintain performance and quality
- Completing Quality / health and Safety inspections and providing feedback to individuals & managers timely
- To identify and risk assess all service users and projects to assess and ensure the risk and quality of projects will support the needs of a diverse group of service users

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

Main Responsibilities

1. Manage and develop all aspects of placement finding in line with the community payback operating model, CRC policy and National Unpaid Work Manual.
2. Quality assure all placements in line with CRC policy and health and safety legislation.
3. Organise staffing resources on a day to day basis to maintain service provision and avoid stand-downs.
4. Manage the upkeep and organisation of all physical resources to facilitate safe and effective delivery.
5. Ensure key performance measures for community payback are met.
6. Liaise with NPS regarding the appropriate and safe placement of high risk cases.
7. Promote the work of Community Payback with a variety of stakeholders including members of the public, prospective beneficiaries and strategic partners.
8. Attend and participate in local and regional meetings, work in partnership to develop the quality of Unpaid Work delivery and generate new placement opportunities.
9. Have a good understanding of health and safety legislation and maintain health and safety records.
10. Have a thorough understanding of safeguarding children and adult procedures and escalate concerns immediately with a manager or directly with the Local Authority or emergency services.
11. Liaise regularly with Responsible Officers, including feedback on progress or concerns surrounding risk and risk escalation.

12. Conduct interviews with service users, including inducting service users to Community Payback, and in conjunction with partnership staff when required.
13. Provide performance and quality assurance reports to management including “good news stories”, as required.
14. Ensure the timely commencement and completion of all Unpaid Work Requirements within the contracted and legal timescales.
15. Assess placement suitability in every case according to the service users personal characteristics, their risk and their need, including assessment of suitability to work intensively.
16. Develop relationships with local learning and employment providers to offer educational or skills enhancement to service users as part of their Unpaid Work Requirement.
17. Continuously review (at least annually) the suitability of Community Payback projects, including conducting site visits, liaising with beneficiaries and updating hazard and risk assessments.
18. Manage the maintenance of vehicles and tools, including personal protective equipment.
19. Respond effectively to unforeseen circumstances and rearrange work schedules and allocations etc. to prevent service users from being stood-down from work.
20. Support quality assurance and audit activity, including the carrying out of site observations and provision of peer feedback.
21. 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.
22. Work at all times in accordance with BeNCH CRC Code of Conduct and challenge or report behaviour that does not conform to the professional standards expected of BeNCH CRC employees.
23. Work from at different locations, as required, and in line with BeNCH CRC Mobility Policy.
24. Ensure all activities are conducted in a non-discriminatory way in accordance with Service policies on Equality of Treatment and Opportunity.
25. Undertake any other reasonable duty of the role as directed by management

Occasional Duties

1. Provide cover of supervisor duties as required and offer pan-BeNCH support as necessary to maintain delivery of operations.
2. Drive Community Payback vehicles to transport service users or equipment to work sites, as required.

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. Use the relevant information systems and technology and be competent to learn new systems effectively, including, for example, Delius, Word, Excel, e-mail systems, etc., as required/appropriate and as per policy.
3. Update and maintain all publicity for community payback.
4. 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.

5. Role Competencies

National Occupational Standards for Probation (2013)

Details of units can be found on Skills for Justice website

<http://www.sfjuk.com/probation-qualifications-framework/>

	DIVERSITY
<u>AA1(3)</u>	Demonstrates behaviour appropriate to the promotion of equality and valuing of diversity, Recognises and responds appropriately to the differing needs of others, Challenges behaviours and practices that are discriminatory, exclusive, unequal or unfair. Identify and understand barriers to engaging with individuals including mental health and disability issues and take this into account in work with service users.
	RISK, PROTECTING INDIVIDUALS
<u>GC1(3)</u>	Contribute to the protection of individuals from abuse Identify and report on individuals who are at risk of abuse, Notify appropriate other colleagues and/or agencies of the likelihood of risk of serious harm in line with organisational requirements, Communicate with other parties/agencies who need to be involved in the protection of individuals, Take action to minimise the effects of abusive behaviour, Contribute to reducing the risk of abusive behaviour, Consider the need to protect victims and take appropriate steps to do so, 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.
<u>GC7(3)</u>	Contribute to the prevention and management of abusive and aggressive behaviour Deal with incidents of abusive and aggressive behaviour, Contribute to minimising the risk of abusive and aggressive behaviour.

	TACTICAL SKILLS
<u>AE1(3)</u>	<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>
<u>AD1(3)</u>	<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 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
<u>AB1(3)</u>	<p>Communicate effectively with people maintaining the security of information</p> <p>Effectively communicate with service users 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
<u>EC7(3)</u>	<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>
	CASE MANAGEMENT/TECHNICAL SKILLS
<u>EC6(3)</u>	<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>
<u>ED1(3)</u>	<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>

	Plan integrated interventions and support to meet individuals' needs and develop their strengths, Review the effectiveness of integrated interventions and support.
AF4(3)	Conduct an assessment of risk in the workplace Carry out risk assessments, identify potential hazards and organise placements in line with Essex CRC policies and practice, Comply with Health and Safety Legislation, Assess levels of risk, put in place appropriate measures, recommend action.
GJ1(3)	Provide development activities for individuals Prepare development activities for individuals, Support individuals in activities, Evaluate and report on activities.

6. Accountabilities

- Contribute to the achievement of service level measures
- 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 requirements
- Identify and Risk assess placements to deliver Community Payback
- Successful increase of individual placements/ group hours and elimination of stand downs
- Identify safe and diverse range of suitable placements

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 Community Payback
Own the performance of Community payback by setting and achieving ambitious goals, being solution focused to implementing change as agreed with Manager

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. Sodexo Competencies

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management	
■ Rigorous management of results	■ Innovation and Change	
	■ Brand Notoriety	