

# Job Description: Community Interventions Officer (Band 3)



Function:	Interventions
Position:	<b>Community/custody Integration Officer</b>
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Manager – Interventions /partnerships
Additional reporting line to:	
Position location:	BeNCH

## 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.

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

## 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.

- To ensure service users have access to the provision which promotes community integration and reduces reoffending, by working with service users, colleagues & partners in the Custody and community to;
- Reduce unemployment through delivery and referral of Education, Training and Employment provision
- Improve life circumstances by supporting service users to increase motivation and reduce obstacles to compliance.
- Deliver services that support reintegration such as but not limited to resettlement, Accommodation, Finance, benefit and debt.
- Support service users to reduce risk and reducing reoffending.
- Oversee HMPPS cases and progress
- Assist the manager to deliver on Strategic Plans
- Develop external relationships with beneficiaries
- Support the organisation in the completion of quality Audits

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

1. In liaison with the responsible officer/resettlement team/NPS – assess, advise and seek solutions for service user's community integration needs.
2. **Design and deliver an effective action/achievement plan with the service user using specialist agencies as applicable. This should be based on an initial assessment of the service user'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 service users 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 service users.**
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 service users, 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

safeguarding procedures.

8. Report immediately to the Responsible Officer when the service user's risk escalates or a change in circumstances occurs.
9. Deliver one-to-one and group work RAR interventions to service users as agreed with the CRC.
10. Liaise and work collaboratively with Responsible Officers, TTG partner staff, mentors, NPS 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 service users 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 provision and 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 service users. 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 Counties to provide cover
16. Work in either community or custody settings delivering core resettlement services.

### **Core Administrative Duties**

1. Open, maintain and close service user records in accordance with Service Policies and Procedures, including records of any contact with the service user, and complete all administrative and statistical tasks relevant to the role.
2. Undertake home visits to interview service users and their families and/or conduct interviews with service users in CRC premises, partner's 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.**

**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
- 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 and successful outcomes .
- Develop links with external providers of services

**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 /custody integration  
Own the performance of Community/custody integration 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. 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	
Preferred IAG level 4 or above	Brand Notoriety	