

Job Description:

Case Management Administrator



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| Function: | Justice Services |
| Position: | Case Management Administrator |
| Job holder: | Permanent |
| Date: | N/A |
| Immediate manager: | Case Management Team Leader |
| Additional reporting line to: | Head of Case Management |
| Position location: | HMP Addiewell |

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

To support a multi-disciplinary prisoner casework team, responsible for ensuring that the prison delivers an effective Integrated Case Management system and therefore contributes directly towards efforts to reduce reoffending in Scotland.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

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|-----------------------------------|------|--------------------|-----|-----------------|-----|-----------------------------|-----|------------------|-----|
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| | | EBIT margin: | tbc | | | Outsourcing growth rate: | n/a | HR in Region | tbc |
| | | Net income growth: | tbc | | | | | | |
| | | Cash conversion: | tbc | | | | | | |
| Characteristics ■ Add point | | | | | | | | | |

3. 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.

Head Of Case Management

Case Management Team Leader

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.

- Maintaining and updating corporate IT systems
- Delivering high quality of administration within the Librite Centre.
- Updating records as required
- Complying with the Sodexo Values, Policies and Procedures

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

- As the main contact for partner agencies and working within the Librite Centre you will develop a good and effective worker/client relationship responding flexibly to their requests.
- To ensure that information is stored accurately, updated and made available.
- To liaise with Case Managers, Social Services, Community Partners and any other agencies involved in the integrated case management of offender rehabilitation including HDC and Parole Boards.
- To provide general administration duties within the Case Management Department
- To answer and respond to telephone enquiries and correspondence within the dept.
- To assist in the participation of minute taking for all areas of Case Management
- To be part of a multi-tasked administrative team within HMP Addiewell
- To carry out any other reasonable request(s) made by the Management Team.
- To assist in the cover of other Case Management / PMT Administration tasks when requested.
- To participate in training as required in order to keep up-to-date all mandatory and refresher training.

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.

- Administering and reporting activities that take place in the Librite Centre and ensuring all tasks are met and of a high quality
- Adhering to policy and procedures
- Conducting self in line with Sodexo Values

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Must be computer literate
- Have sufficient administration experience
- Be able to demonstrate excellent interpersonal skills
- Demonstrate ability to prioritise and manage workload
- Highly motivated and willing to learn
- Knowledge or experience of customer experience service delivery.
- Flexible in approach
- To be committed to personal development
- To participate in training as required in order to keep up to date with all mandatory and refresher training.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Client and Customer satisfaction
- Innovation and change
- Brand notoriety

9. Management Approval – To be completed by document owner

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| 10. Employee Approval – To be completed by employee | | | |
| Employee Name | | Date | |