

# Job Description:

## Head of Rehabilitative Services



Function:	Operations - Sodexo Justice Services
Position:	<b>Head of Rehabilitative Services</b>
Job holder:	
Date (in job since):	
Immediate manager:	Vicky Robinson, Deputy Director
Additional reporting line to:	N/A
Position location:	HMP YOI Bronzefield

### 1. Purpose of the Job

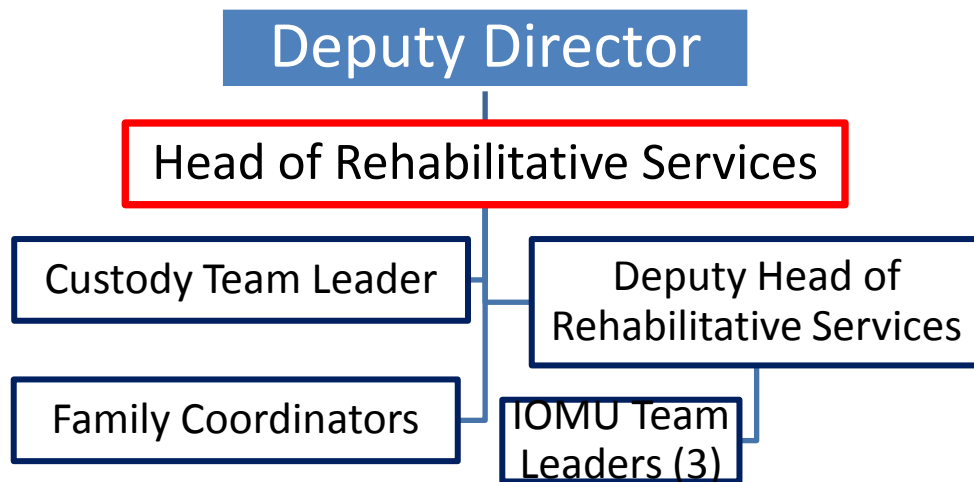
- Lead a diverse team of over 30 staff, which include Operational and Non-Operational Managers, IOMU Case Workers, Administration Supervisors, Administrators and Prisoner Custody Officers.
- Oversee the functional delivery of Offender Management, Court productions, Public Protection, Through the Gate Strategy delivery, ROTL and Resettlement services for the prison including management of CRC and other key stakeholder relationships.
- Responsible for the Custody Performance Tool (CPT) and contractual performance indicators which incur financial penalties and reputational damage if not met.
- Responsible for development, and delivery of, business cases which reduce the risk of reoffending.
- To create an environment that supports a rehabilitative culture through the full use of resettlement and sentence plans ensuring that each individual's needs and risk are addressed and met to ensure that as an establishment we are working towards a reduction in reoffending.
- Actively support the full integration of the CRC and TTG services.
- Create an overarching framework to ensure that offenders whose crimes cause most damage and harm are managed in a co-ordinated way.
- Ensure that the prison delivers on its mandatory service requirements to the courts, HMPPS, Parole Board and Public Protection agencies.
- Deliver the business and contractual requirements of the function to meet the needs of the client and of Sodexo.
- Achieve high levels of staff engagement through value based leadership.
- Actively promote Sodexo Justice Services as the provider of choice.
- To support the delivery of Health and Safety, Equality & Inclusion and Safer Custody of prisoners and the effective deployment of staff.
- To represent the prison and Sodexo in the wider community.

### 2. Dimensions & KPIs

- HMP YOI Bronzefield has 370 employees
- Contractual compliance
- Operational Stability
- Service Delivery Targets achieved or exceeded
- Formal Audit outcomes of Green for relevant audits

- Compliance with HMCIP Expectations and contribution to Level 4 HMCIP ratings
- Compliance with Prison Service Orders and Instructions
- Functional budget within target
- Increased Engagement and Investors in People outcomes

**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.



PLEASE NOTE THAT THIS ORGANISATION CHART IS IN THE COURSE OF RE-STRUCTURING

**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 anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies
- With guidance from the Deputy Director, plan, supervise, coordinate and continuously review the daily routine, ensuring that it meets the requirements to deliver all aspects of the Contract
- To develop & maintain significant relationships with other prison departments and with partner organisations, especially the National Probation Service and Community Rehabilitation Companies.
- Occasional weekend working may be required.

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

- Continually review the skills and competencies of the team, addressing issues proactively.
- Maintain communications and relationships with a range of external organisations focused on resettlement and rehabilitation.
- Conducts disciplinary and grievance hearings and appeals in accordance with Company policies and procedures

- Participate in recruitment, promotion and selection and drive towards efficient and effective use of resources
- Supervise and participate in the study of relevant Prison Policy and Procedure and make recommendations for change where appropriate, contribute to the implementation of Company and Prison Policy and procedures, supervise and participate in the organisation, operation and services.
- Participate in the development and maintenance of operational budgets
- Reviewing the talent, succession, performance and competencies of your team and addressing issues proactively
- Providing a caring and decent environment for staff, residents and visitors
- To be an innovative and strategic member of the Senior Leaders team.
- Manage staffing, absence and completion of Performance Development Reviews in line with company guidance and procedures.
- To ensure that reports are provided to support processes including Home Detention Curfew, Release On Temporary Licence, Multi Agency Public Protection Assessment, Parole etc., and to attend case review boards as appropriate.
- Timely production of management information and reports.
- To provide the lead for the management of risk including MAPPA and Public Protection procedures. To provide a strategic direction for Public Protection work to ensure that risk are effectively identified and managed within the prison, risk escalation is monitored and communicated, and risk management plans are agreed for individual residents upon release in conjunction with identified stakeholders.
- To chair relevant meetings; Through the Gate Strategy meeting, Public Protection meeting, team huddles.
- To promote diversity, equality and inclusion.
- To respond to complaints and correspondence within timeframes set and as requested.

## **6. Accountabilities** – key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Assist the prison in fulfilling its responsibilities in reducing the risk of reoffending for our residents and help maintain public safety
- Deliver the agreed functional standards and contractual targets
- Develop innovative solutions to reduce the risk of reoffending
- Monitor delivery of interventions to ensure outcomes are maximised for our residents and contractual targets are met
- Promote the prison as a Quality of Life Services provider

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

### Essential

- A clear and demonstrable understanding of what makes a good leader, the skills required and the ability to motivate and engage others
- A clear and demonstrable understanding of the demands of an operational environment
- Demonstrable knowledge of relevant criminal justice / prison legislation, standards and policies to include MOJ strategy, inspection and audit processes; and knowledge of the wider criminal justice system
- Ability to manage and develop key stakeholder relationships
- Previous experience of operating at senior functional management level within the criminal justice system
- Innovative flair
- An enhanced criminogenic risk management understanding

### Desirable

- Experience in contractual compliance and delivery
- Experience of being the public face of a large organisation, being able to speak to multiple audiences and

delivering presentations in a politically sensitive environment.

- Proven ability to manage change in a structured way
- Knowledge of commercial financial management processes and procedures.
- Skills and previous experience of business continuity planning

**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
■ Financial & Business Awareness	■ Business Consulting
■ Analysis and decision making	■ Impact and Influence
■ Employee Engagement	■ Continuous improvement.
■ Results orientation	

**9. Management Approval** – To be completed by document owner

Version	Version 1	Date	18/12/2018
Document Owner	Vicky Robinson		