

Job Description: Senior Practitioner/ Responsible Officer (Band 4)

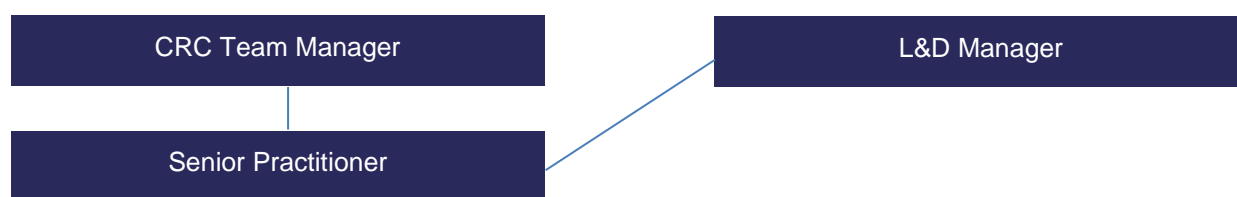
Function:	
Position:	Responsible Officer (Band 4) or Senior Practitioner
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Local Line Manager
Additional reporting line to:	L&D Manager
Position location:	

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 the effective assessment and management of complex cases, the development of quality working relationships with operational partners and other agencies and supporting colleagues within the CRC through effective monitoring, quality assurance, coaching and mentoring.

To Contribute to the development of staff and support learners on a number of development pathways. To support, monitor and assess those learners on PQIP and PEP programmes. To coach, mentor and support existing staff in developing their practice throughout the organization and region as required.

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.

- Working with challenging service users who may present with problematic behaviour that can on occasion be abusive and aggressive.
- Managing risk of serious harm and developing effective sentence plans to reduce reoffending.
- Ensuring that Service Level Measures are met
- Developing effective working relationships with operational partners and other partner agencies including the National Probation Service
- Supporting staff at Band 3 or below through monitoring, quality assurance, the provision of advice and guidance and provision of coaching and mentoring and development workshops and One to One coaching.
- To support the PEP learners through the development programme and assist in the development of these cohorts through reflective practice and development based learning.
- To support and complete assessments on PQIP learners assigned to them within the region. To ensure that evidence is sufficient and information on progress of each learner is reported to PQIP Assessment centre through VQ Manager and Line Managers.
- To work with Line Manager and assessment centre provider to address any issues in relation to completion of the PQIP programme.

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

Senior Practitioner/Band 4 Responsible Officer

Undertake assessments of service users to identify risk of reoffending and risk of serious harm to the public. Review these assessments in line with CRC policy.

Develop effective sentence/achievement plans that outline a range of options to address needs identified in assessments with the goal of reducing reoffending and overcoming barriers that serve as an obstacle to this. This work will require the post holder to demonstrate effective engagement with operational partners and other relevant agencies.

Develop effective risk management plans that outline a range of options to effectively manage the risk of serious harm. This work will require the post holder to demonstrate effective engagement with operational partners and other relevant agencies.

Manage, supervise and enforce community orders, suspended sentence orders, licenses and post-sentence supervision in accordance with CRC policy. The service users allocated to staff in this role will generally be those cases that present as the most complex under CRC supervision. This could be due to the level of risks posed or the complexity of the issues present in the particular case.

Review plans as required based on evaluation of interventions/progress of user to ensure that identified interventions reflect changes in relation to reducing reoffending and/or the risk of serious harm.

To comply with CRC policy in relation to raising concerns re any service users e.g. due to risk escalation, to the appropriate team manager.

Assist, support and encourage service users to achieve successful completion of orders/licenses. This may be through one to one or group supervision in Local Management Centres/Neighborhood Centres, Home Visits, prison visits, through telephone contact or meetings in other community locations or through supporting access to operational partners and other agencies.

Develop effective working relationships with Operational Partners and other relevant agencies to ensure that they are fully involved in the delivery of relevant interventions.

Take responsibility within their LMC/Hub as a key point of contact with specified operational partners, promoting effective working, offering support when required and monitoring the relationship to ensure issues are addressed promptly and in a productive way in the spirit of joint working.

Take responsibility for ensuring the safeguarding of children and vulnerable adults in all contact with service users, following CRC policy and practice instructions and attend any meetings required as part of this responsibility.

Complete records using approved CRC ICT systems and in accordance with CRC policy.

Work effectively and in a way that promotes the Sodexo operating model to support the CRC's achievement of Service Level Measures.

Work effectively with the National Probation Service in relation to exchange of information and in particular in relation to allocation, risk escalation, breach and recall.

Prepare reports as required by specific role and in line with CRC policy e.g. home detention curfew reports, reports for child protection conferences, risk escalation assessments and breach/recall documentation.

Work in a pro-social and non-discriminatory way to promote equality and inclusion and complies with relevant CRC policies.

Participate in supervision and appraisal with the line manager, including performance and development reviews. Engage in relevant training and development.

Act as a point of contact for team colleagues for the provision of advice and guidance on policy and practice.

Undertake staff development tasks in relation to the induction of new staff and the provision of coaching and mentoring support to team colleagues who may require these inputs as part of their development/performance management.

Support the team manager by undertaking monitoring and quality assurance work within the team or the wider CRC. As part of this role you will be required to provide constructive feedback to colleagues and if necessary identify developmental needs.

In the absence of the team manager you may be required to undertake some management tasks such as case allocation and chairing team meetings

Work in a safe way that complies with CRC Health and Safety policies and does not place yourself, your colleagues and service users or others in danger.

Work in accordance with CRC policy and practice at all times.

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 achievement of service level measures
- Contribute to a reduction in reoffending for those service users they work with/support
- Contribute to managing the risk of serious harm and protecting the public from serious harm.
- Improve the effectiveness of service delivery through offering support, guidance, mentoring and quality assurance activity to team colleagues

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

Skills

- Ability to engage and motivate service users
- Operating to tight deadlines

- Good organisational skills and a commitment to detailed & accurate work products
- Good IT skills
- Excellent communication skills
- Ability to engage, motivate, support & coach colleagues
- Appropriate use of authority
- Good team working skills
- Ability to oversee colleagues practice and if necessary work with them as part of a development/performance improvement plan
- Able to work with multiple agencies in a productive way
- High level literacy skills
- Highly motivated
- Performance & outcome orientated
- Capable of individual decision-making
- Open-minded & supportive approach to offenders
- Ability to build strong relationships

Knowledge

- To hold PQIP or other relevant Probation Officer qualification such as DipSW, DiPS, CQSW
- Knowledge of the English legal system

Experience

- At least two years' experience as a Probation Officer
- Experience of working with offenders or other vulnerable adults
- Experience of working in a multi-agency framework

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

Probation occupational standards	Sodexo Core competency
▪ Develop and sustain effective working with staff in other agencies	▪ Leadership & People Management
▪ Maintaining the security of information	▪ Innovation and Change
▪ Contribute to the prevention and management of abusive and aggressive behaviour	▪ Brand Notoriety
▪ Communicate effectively with people	▪ Growth, Client & Customer Satisfaction / Quality of Services provided
▪ Assess individuals' offending behaviour to plan provision	▪ Rigorous management of results
▪ Contribute to the protection of individuals from abuse	
▪ Assess risk of harm and the need for intervention	
▪ Communicate effectively with people	
▪ Contribute to the quality of team working	
▪ Promote equality and value diversity	
▪ Maintain and develop your own knowledge, skills and competence	

■ Help individuals' address their offending behaviour	
■ Reinforce positive behavioural goals during relationships with individuals	
■ Enable individuals to access services and facilities	
■ Enable individuals to understand and address their difficulties	
■ Recognise indications of substance misuse and refer individuals to specialists	
■ Support individuals who are substance users	