

## Job Description

**JOB TITLE:** Responsible Officer (Probation Service Officer)

**RESPONSIBLE TO:** Dependant on role

**KEY DUTIES::** To undertake assessment of service users, management of service users and delivery of interventions to service users to assist in reducing reoffending.

**BAND:** Band 3

**DATE REVIEWED**

**REVIEWED BY:**

### Purpose 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

### General values

The following values are a general background to the specific duties and responsibilities:

- Working to reduce crime and the fear of crime
- Delivering the best possible quality service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

### Responsible Officer (PSO) Profile

- Engage individuals to change
- Promote desistance
- Assess and respond to Risk of Harm to others
- Assess, plan and sequence interventions based on risk and need
- Respond to diversity of individuals
- Communicate with a range of people in different settings
- Work as part of a team including with other agencies (Tactical Skills)
- Contribute to good practice

### **Main Responsibilities – Hub Responsible Officer:**

- **Based in the Hub**
- **Reporting to the Hub Manager**
- Assess service user risk, need and motivation to change
- Formulate plans to manage risk and promote desistance in accordance with resource allocation, including sequencing interventions for maximum impact,
- Manage the resource allocation throughout the service user journey
- Undertake role of Responsible Officer for allocated cases, ensuring the delivery of the sentence of the Court, including cases assessed as high likelihood of reoffending and medium risk of harm. Higher risk and complex cases to be managed in consultation with a Senior Responsible Officer (Probation Officer).
- Understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation
- Remain alert to behavioural change and additional information that indicates increased risk of harm or re-offending, and respond accordingly
- Engage and liaise with other intervention providers, National Probation Service, key partners and stakeholders to ensure a co-ordinated and relevant response to the service user.
- Contribute to progress, risk review and breach reports
- Contribute to practice development and standards

### **Responsibilities of other roles**

#### **Field Responsible Officer**

- **Based in the Local Management Centre or Neighbourhood Centre**
- **Reporting to the Team manager**
- Assess service user risk, need and motivation to change
- Delivery of Induction module
- Deliver RAR sessions including one to one engagement and offending behaviour group-work modules
- Formulate plans to manage risk and promote desistance in accordance with resource allocation, including sequencing interventions for maximum impact,
- Manage the resource allocation throughout the service user journey
- Undertake role of Responsible Officer for allocated cases, ensuring the delivery of the sentence of the Court, including cases assessed as high likelihood of reoffending and medium risk of harm. Higher risk and complex cases to be managed in consultation with a Responsible Officer (Probation Officer).
- Understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation
- Remain alert to behavioural change and additional information that indicates increased risk of harm or re-offending, and respond accordingly
- Engage and liaise with other intervention providers, National Probation Service, key partners and stakeholders to ensure a co-ordinated and relevant response to the service user.
- Contribute to progress, risk review and breach reports
- Contribute to practice development and standards

## **Facilitator**

- **Based in the Local Management Centres**
- **Reporting to the Programme Manager**
- Deliver high quality interventions to the trained standard.
- Complete thorough and in-depth session debriefs.
- Attend supervision sessions
- Promote a positive learning environment that is safe and secure to both staff and service users.
- Present as a positive role model to the service users within the group
- Conduct 1-to-1 interviews at the commencement of the programme and after each module with your named service users.
- To comply and support internal and external audit.
- To deliver any interventions that will support income generation and rate card funding
- To deliver interventions and services externally to the CRC as required, i.e. Children and Family Court Advisory and Support Service (CAFCASS) and local authority etc.
- To write quality post program reports within a specified timeframe for service users completing the program.
- To attend any training as required of the job role.
- To participate fully with the treatment management process.
- To deliver presentation internally and externally to market Interventions.
- To work closely with Responsible Officers to manage risk
- Understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation

## **Education Training and Employment (ETE) Officer**

- Deliver Employment, Education and Training Group Work sessions
- Work to set performance targets
- Provide information and advice on one-to-one basis to support service users in education, training and employment
- Understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation

## **Prison –Through The Gate Responsible Officer**

- **Based in Identified Prison**
- **Reporting to the Through The Gate Manager**
- To support successful reintegration of service users into the community by ensuring there is genuine engagement, using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence and community integration.
- To develop and review resettlement plans and support service users in achieving objectives as appropriate.
- To deliver identified mandatory services as identified in delivery specifications and rate card marketing materials
- To be responsible for accurate and up to date service user records/support plans making sure all objectives are achieved within required timeframe.
- Comply with any standards or procedures as detailed in the Prison Induction and professional standards manual.
- Achievement of recognised Key Performance Indicators (KPI) targets for delivery
- Achievement of required income generation targets.
- Ensure adherence to prison security and safety policies

- Understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation

**General Responsibilities:**

- Attend any training as and when required.
- Travel and home visits may be required

**The post holder will at all times**

- Undertake such other duties which may appropriately be delegated by the Service.
- Attend courses, working parties etc, where necessary, to facilitate personal development and greater effectiveness within the post
- Carry out his/her duties with regard to the organisation's policy on Equal Opportunities
- Use IT equipment and software as required
- Ensure that the Health & Safety standards required by the organisation are met in the workplace
- Understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation

**Key Performance Indicators (KPIs)**

- Operational performance targets are met or exceeded
- Reduction in reoffending rates
- All accredited programmes are delivered as required, with minimal attrition and high audit scores
- Cases managed within the resource allocation framework
- Positive feedback from service users, partners and stakeholders
- To work in accordance with all BeNCH policies and procedures

### Person Specification – Responsible Officer (PSO) Profile

		Essential	Desirable	Tested by:
1.	Motivational service user facing skills	X		Application form/interview
2.	Organised and able to plan	X		Application form/interview
3.	Operating to tight deadlines	X		
4.	Detailed & accurate work	X		
5.	Good IT skills	X		
6.	Interpersonal skills for phone & face to face contact with service users & agencies	X		
7.	Pro-social modelling positive behaviour with service users	X		
8.	Calm under pressure	X		
9.	Tenacity	X		
10.	Appropriate use of authority	X		
11.	Good team working skills	X		
12.	High level literacy skills	X		
13.	Highly motivated	X		
14.	Performance & outcome orientated	X		
15.	Open-minded & supportive approach to service users	X		
16.	Ability to build strong relationships in working with others	X		
17.	Qualified to NVQ level 3 in Probation studies or equivalent	X		
18.	Resilient	X		
19.	Seeks to attain continuous improvement	X		
20.	Knowledge of the Criminal justice system		X	
21.	Experience of working with service users and other vulnerable adults		X	

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