

Community Service Manager

Department: Probation and After-Care

Division: Community Service

Reports to: Chief Probation Officer

JE Reference: JHA517

Grade: CS12 **JE Date:** 22/11/2019

Job purpose

To manage staff, clients and resources in order to deliver the community service scheme which supervises court orders in the community as a direct alternative to custody. The role involves reporting directly to the Chief Probation Officer and taking responsibility for presenting assessments, evidence, advice and information to the courts, particularly in cases of noncompliance.

Being the service lead for health and safety compliance entailing policy, practice development and conducting audits.

The role contributes to the government's strategic goals by providing opportunities for offenders to learn new skills, monitoring their physical/mental health and signposting to services where appropriate, and enhancing the island's environment through the provision of thousands of unpaid hours of work per year. The community service scheme maintains many areas of natural beauty that benefit the tourism industry. It is also entirely consistent with the Future Jersey objective of creating a safe and secure island as the scheme has a proven track record of providing effective and value for money punishment that makes reparation to the community.

Job specific outcomes

Plan and direct the delivery of the island's community service scheme in accordance with orders imposed by the courts.

Manage, plan and organise the community service work parties to ensure offenders make reparation to the community and comply with court orders.

Supervise, monitor and appraise the performance of a team of Community Service Supervisors and an Assistant Manager including arranging continuous professional development and a rostering schedule.

Assess offenders for their suitability to work at a range of placements including a comprehensive assessment of the risks they may pose to themselves and others.



Monitor and review the performance and management of all offenders to ensure the satisfactory completion of orders and initiate enforcement action when offenders do not comply with court orders by the provision of written reports and verbal evidence to courts.

Manage a delegated budget to include staff costs, purchase and maintenance of vehicles and equipment

Managing safeguarding and public protection issues within the community service caseload ensuring compliance with the island's safeguarding and public protection policies.

Be responsible for fulfilling the role of the service health and safety officer including assessments, developing and updating policies, implementation of practice and reviews.

Be responsible for developing and updating the Departmental Business Continuity Plan to ensure JPACS can continue to function effectively at all times.

Develop, maintain and promote relationships with a range of stakeholders including the courts, the public and the media to promote the work of the service and increase confidence in community service as an alternative to custody in Jersey.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

The Criminal Justice (Community Service Orders) (Jersey) Law 2001

The Probation Law 1937

Health and Safety at Work (Jersey) Law, 1989.

Criminal Justice (Young Offenders) Law 1994

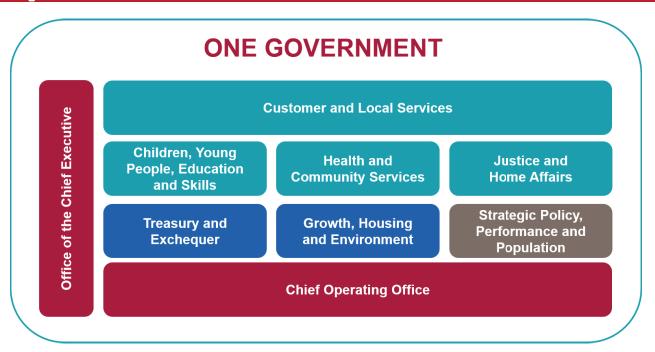
Data Protection (Jersey) Law 2018

Human Rights (Jersey) Law 2010

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.



Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Relevant degree in a social services related field or relevant management qualification.	
	Institution of Occupational Safety and Health qualification or be prepared to gain a qualification in this area e.g. NEBOSH.	
	Fire Safety certificate	
	First Aid qualification	



Knowledge	Detailed knowledge and understanding of	
	the Jersey criminal	
	justice system.	
	Detailed knowledge	
	and understanding of	
	the law and procedure	
	relating to transfers of	
	clients between	
	different jurisdictions.	
	Detailed knowledge	
	and understanding of	
	the Health and Safety	
	Law together with practical application of	
	the law and attendant	
	regulations.	
Technical / Work-based Skills	Possession of a driving	
	licence for groups up to	
	D e.g. to transport clients and equipment	
	in minibuses.	
General Skills/Attributes	Excellent	
This relates to more general	communication skills,	
characteristics required to do the job effectively, e.g. effective	both verbally and in written format given	
written communication skills,	the need to undertake	
ability to delegate, motivation or	regular briefings to	
commitment etc.	staff and clients and	
	present assessments, reports and evidence	
	to courts.	
	Highly developed	
	interpersonal skills in	
	order to manage serious offenders and	
	the risks they pose to	
	other clients, staff and	
	the public.	
	An ability to motivate	
	diverse teams of	
	people including staff	
	and clients including	
	the provision of appraisals, regular	
	supervision and the	
	management of the	



	team's development
	plan.
	Excellent
	organisational skills
	including the
	preparation of staff
	rotas and the ability to
	initiate negotiation and
	resolve conflict.
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	An ability to accurately
	An ability to accurately
	assess the suitability
	of resources, including
	vehicles and
	equipment, to
	complete tasks. This
	includes undertaking
	regular audits of
	resources as part of
	maintenance
	schedules arranged by
	the manager.
Experience	Experience of leading
	and managing people
	including resource
	management.
	Experience of working
	with offenders or
	challenging groups of
	people.
	Experience of
	undertaking detailed
	risk assessments in a
	professional setting is
	critical in relation to the
	health and safety of
	staff, clients and the
	general public.
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	Experience of project
	management in the
	context of people
	logistics, tools and
	equipment, risk
	assessment and
	prioritisation.



Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.