

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 non-compliance.

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

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

	<p>team's development plan.</p> <p>Excellent organisational skills including the preparation of staff rotas and the ability to initiate negotiation and resolve conflict.</p> <p>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.</p>	
<p>Experience</p>	<p>Experience of leading and managing people including resource management.</p> <p>Experience of working with offenders or challenging groups of people.</p> <p>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.</p> <p>Experience of project management in the context of people logistics, tools and equipment, risk assessment and prioritisation.</p>	

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.