

## Community Service Supervisor

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<b>Department:</b>	Probation and After Care Service	
<b>Section:</b>	Community Service	
<b>Reports to:</b>	Community Service Manager	
<b>JE Ref:</b>	NMIN1001	
<b>Grade:</b>	CS07	<b>JE Date:</b> 03/08/22

### Job purpose

To supervise and ensure the delivery of satisfactory work undertaken in the community by clients/offenders who are sentenced by the courts to complete a Community Service Order which is a direct alternative to custody. This statutory duty is undertaken in accordance with a range of criminal justice, health and safety and data information legislation. It also complies with Probation Service policy and procedures endorsed by the Probation Board. The post holder is required to work on a weekend shift rotation.

Manage individual offenders on programmes of work, also providing general advice on community service programmes of work. Supervise offenders ensuring that clients subject to an Order work to agreed standards, including safe working and management of risk/safeguarding throughout all tasks. Providing quality assurance in relation to all allocated work projects and monitoring partnership work with beneficiaries who have agreed to offer clients a placement on an individual basis.

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

1. Manage offenders undertaking their Community Service hours principally at the weekends, including high risk or complex cases, which deliver services to a range of beneficiaries.
2. Manage and handle highly sensitive information with a sound understanding of confidentiality and information sharing protocols.
3. To communicate and exercise consistent levels of professional authority and decision making, for example in making recommendations in situations that arise in relation to the protection of young people (age 15 upwards) and adults at risk on Community Service.
4. Take appropriate action when offenders do not comply with instructions given or commit a breach of discipline which may result in returning the Order to Court for Breach action.

5. To provide supervision, mentoring, training, and support to clients to help them develop their skills, knowledge, and competency in areas of work and time management.
6. To provide confident and professional liaison with beneficiaries, interested parties, both statutory and non-statutory agencies, and members of the public.
7. Ensure that Health and Safety procedures are followed to protect both offender and the public. Manage and take responsibility for the equipment and tools belonging to the Community Service Scheme, Transport offenders to and from work sites in official vehicles. Ensure all clients have appropriate Personal Protective Equipment and are aware of their health and safety arrangements.
8. Maintain accurate written records of work undertaken, significant incidents and the performance of the offender to ensure that work is performed to an acceptable standard.
9. In addition to the accountabilities of a Community Service Supervising Officer, to undertake the following management duties in the absence of the Community Service Manager, in conjunction with the Assistant Community Service Manager:
  - i) Plan and organise Community Service working parties and individual placements, to ensure offenders make reparation to the community.
  - ii) Monitor, manage and review the performance of offenders undertaking Community Service.
  - iii) Provide first line management functions for the Community Service Supervising Officers and offenders working as members of the work party. Supervise the performance of the Community Service Supervising Officers and manage the staff rota as required.
10. Provide evidence to courts in cases where offenders have breached their Community Service Orders

### **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) (Jersey) law 2014

The post holder will have frequent and regular contact with Adults and Children (between the ages of 15 to 18), who may be deemed vulnerable. For this reason, the post holder will be subject to an enhanced clearance by the Disclosure and Barring Service (DBS).

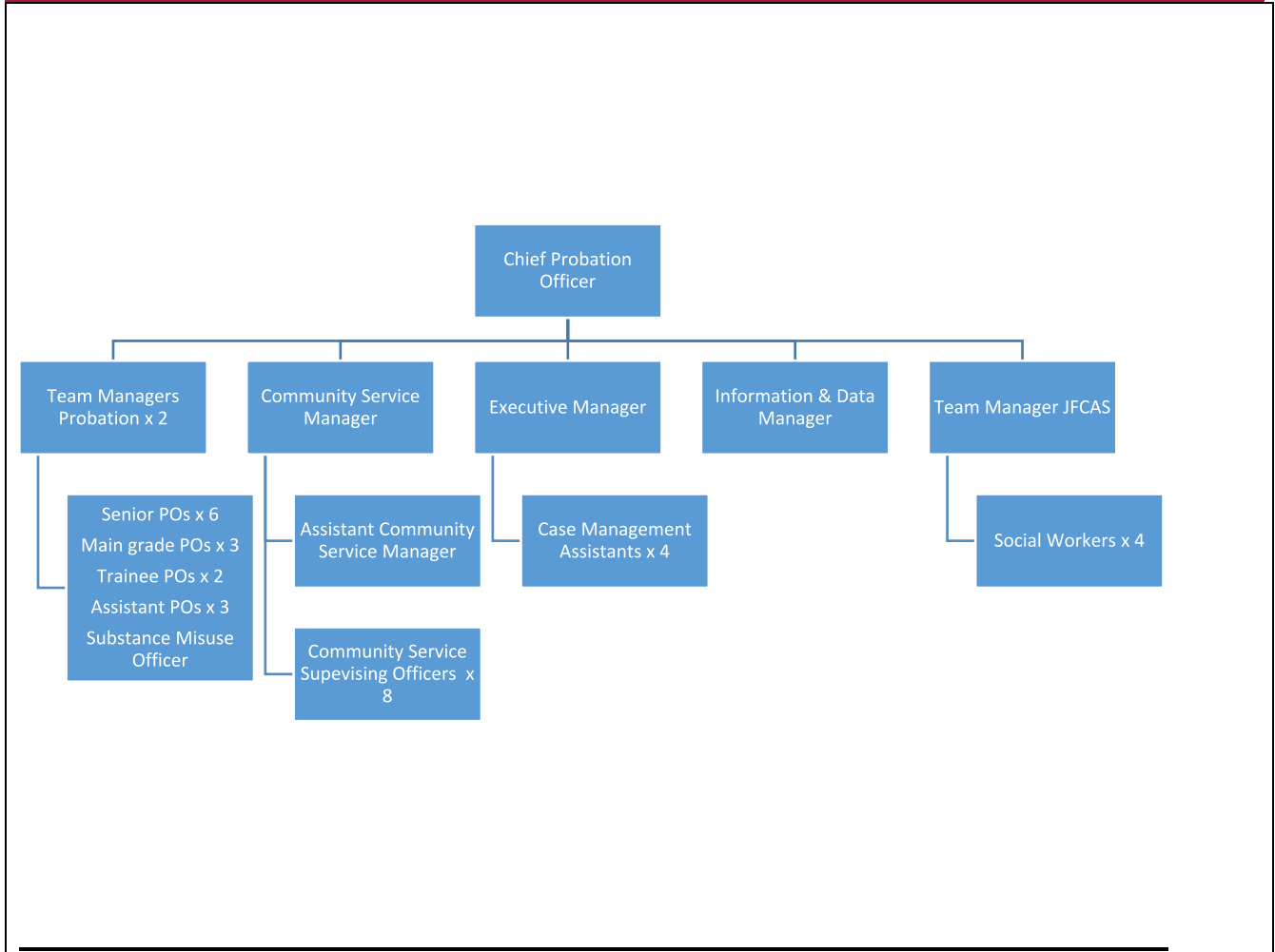
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

## Organisational structure

### One Government Departments



**Organisation chart**



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>Good general level of education, with a minimum of 5 GCSEs grade C or above, including Maths and English.</p> <p>Extensive experience of supervising or mentoring in the work environment. The post holder must be able to provide direction and be a positive role model for offenders and demonstrate a commitment to motivate and inspire them to complete their Community Service Order</p>	Supervisors' qualifications
<b>Knowledge</b>	<p>An understanding of Jersey's Court procedures and sentencing disposals. Specific Knowledge of the JPACS Community Service Scheme.</p> <p>Knowledge of all Jersey CS Beneficiaries and what materials/labour are required.</p> <p>Knowledge of the Health and Safety at work (Jersey) Law, 1989.</p>	<p>Knowledge of landscape maintenance work and conservation work</p> <p>Knowledge of Employment legislation and Human Rights.</p>
<b>Technical / Work-based Skills</b>	Ability to make dynamic risk assessments as they occur, managing uncertainty, stress, conflicts of interest and risk, particularly to children, vulnerable adults, colleagues and members of the public.	

	<p>Ability to initiate negotiation, resolve conflict and facilitate agreement in situations of high complexity.</p> <p>Practical skills gained in a manual work style environment.</p> <p>Driving license for at least groups D1 categories and the competency to drive a minibus type vehicle.</p> <p>To hold, or be willing to obtain, First Aid at work certification</p>	
<p><b>General Skills/Attributes</b></p>	<p>The post holder must be a motivated, well-organised, a self-starter and have the ability to motivate and lead diverse groups of people.</p> <p>Manage a group of up to 8 offenders at any one time on a work party, demonstrating excellent people management skills.</p> <p>Maintain accurate and timely records of offender attendance, hours worked, progress, performance and any incidents.</p> <p>Excellent report writing skills and ability to record details accurately. This information may be used in Court proceedings.</p>	
<p><b>Experience</b></p>	<p>The post-holder must be able to demonstrate substantial supervisory</p>	

	experience in a team environment.	
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## Personal Attributes

**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 5 core accountabilities attributes and behaviour indicators.