

Job Title: Case Management Assistant

Department:	Non Ministerial	
Section:	Probation and Aftercare Service	
Reports to:	Executive Manager	
JE Ref:	NMIN1003	
Grade:	CS06	JE Date: 22/02/2023

Job purpose

The role is responsible for continuously driving administrative change and processes in order to best support the Jersey Probation and Aftercare Service in its strategic aims to protect the public through reducing risks of harm and reducing reoffending.

The role is responsible for maintaining and updating the case management systems in order that records are accurate to ensure the effective administration of cases through liaison with partner agencies including Police, Courts, Children's Social Care, Prisons and Law Officers Department.

The role incorporates providing an efficient and confidential full administrative service to ensure the effective management of Probation, Community Service and JFCAS workload and meet priorities and deadlines ensuring a sound and thorough service to the Courts and other agencies.

Job specific outcomes

1. Quality assurance through formatting lengthy, complex Court reports by ensuring associated processes are followed. The subject matter of the reports can often be distressing due to sensitive and graphic details of domestic abuse, sexual harm, child abuse and violent offending
2. Assist JFCAS Officers by setting up all new applications on the case management system, obtain all necessary information from other agencies to assist in safeguarding decisions, manage officers' calendars, and speak to the clients to introduce the service, arrange appointments and answer queries and signpost to other agencies as required.
3. Undertake various research and information tasks and input and collate client, stakeholder and partner agency feedback under the direction of the Information and Research Manager.
4. Research the case management system and extract appropriate information to provide accurate data to partner agencies, including adding risk-based information to the Multi Agency Safeguarding Hub (MASH) system, to assist them to make informed safeguarding decisions and save required confidential information and records.
5. Manage criminal justice, JFCAS and parish hall processes to ensure all administrative tasks are completed and information is obtained and shared as necessary in order to meet deadlines.

6. Respond to practical queries using initiative and judgement as the first point of contact for clients, professionals and external agencies who are contacting and attending the Probation Service and JFCAS; including prioritising correspondence, telephone enquiries and emails and reviewing their content, gauging their importance and either bringing them to the attention of the relevant officer or responding accordingly.
7. Manage clients in the reception and waiting room area who may be under the influence of substances, have mental health issues or a heightened state of emotion and assess their suitability to be seen in a sensitive and professional manner, or deal with the situation if it becomes aggravated. Monitor the safety of clients and staff through CCTV coverage in the building.
8. Responsible for maintaining and updating the case management system, including processing new users, identifying and resolving issues and monitoring daily tasks to ensure Court deadlines are met.
9. Arrange and attend in house and multi-agency meetings to take minutes and record action points and distribute the information.
10. Develop and improve all administrative processes and procedures, providing training and guidance to all of the Probation staff.

Statutory responsibilities

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

<Delete the following statement if not applicable>

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.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

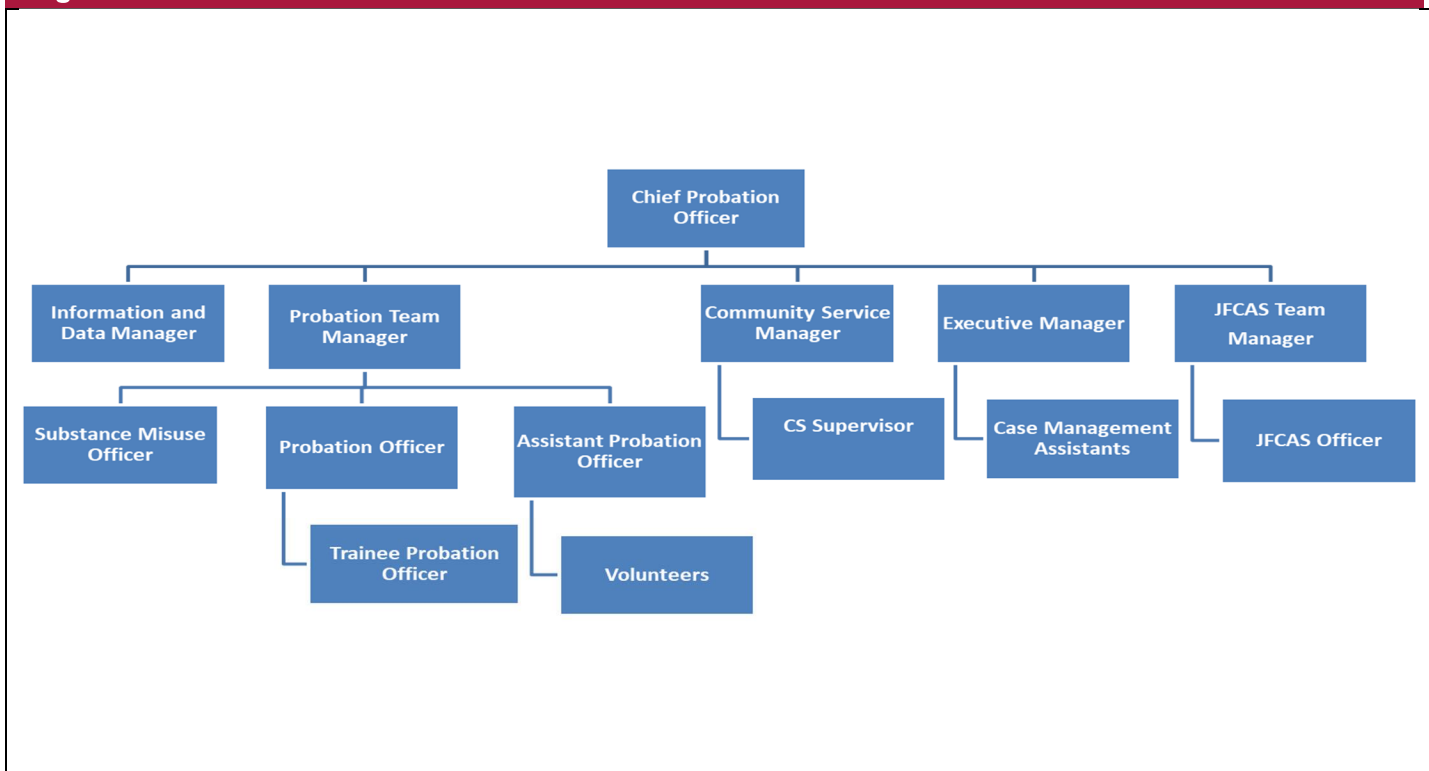
This is a Tier 6 post.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to GCSE level or equivalent: a minimum of five GCSEs or equivalent, at grade A-C/4-9, including English and maths.</p> <p>Excellent administrative and organisational skills gained in an office environment over a period of at least three years.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Excellent knowledge of Microsoft Office applications, in particular Word, Excel and PowerPoint.</p> <p>Knowledge of operating across a number of systems and adjusting to specialist systems.</p> <p>Proficient in use of databases.</p> <p>Awareness of Jersey Safeguarding procedures.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Have used computer systems to enter data and retrieve data.</p> <p>Excellent grammar and spelling skills.</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>Accuracy: Must have the ability to process work with a high level of accuracy and attention to detail and prioritise tasks with minimum supervision.</p> <p>Able to accurately record information and data.</p> <p>Adaptability: Must be flexible and able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.</p> <p>Initiative: The ability to work independently, accurately and using initiative to make decisions whilst prioritising own and others workload.</p> <p>Customer Service: High level of customer service including the ability to demonstrate a level of assertiveness when necessary to achieve a positive outcome and be able to deal with routine challenges autonomously, some with a moderate level of complexity.</p> <p>Confidentiality: The post-holder must maintain the highest level of confidentiality, discretion and integrity at all times due to dealing with highly sensitive personal data, and ensure compliance with data protection requirements.</p> <p>Communication: Excellent written communication and interpersonal and verbal skills. Ability to engage effectively with people at all levels with tact and discretion and able to adapt the approach dependent on the circumstances. Ability to use</p>	<p>Willingness to undertake in-work training including some social work techniques such as pro-social modelling and problem solving with involuntary clients.</p> <p>Understanding of the Court and criminal justice system.</p>
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	<p>communication skills to effectively manage volatile clients.</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions and get clarification.</p> <p>Team communication: Excellent communications skills, being able to work as part of a small team in close proximity and the larger service</p> <p>Analysis: Strong analytical skills and the ability, whilst under pressure, to understand problems and situations and to select the appropriate approach to resolve the problem and reflect on the result.</p> <p>Resilience: Ability to deal with distressing subject matter including serious crime and the impact on victims, including murder and sexual violence. A resilient attitude is also required to work effectively with clients who can exhibit abusive or anti-social behaviour either in person, on the phone or by email.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Proven experience of service delivery in a busy, pressurised environment and an ability to manage a varied workload.</p> <p>Experience of working on own initiative yet as part of a team, in delivering a service within specific time-scales compliant with legislation and service values.</p> <p>Experience of working in a customer service environment.</p> <p>Experience of working in a sensitive environment or dealing with sensitive information.</p>	
<p>Other</p>	<p>Require enhanced DBS.</p>	

Personal Attributes

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 6 core accountabilities attributes and behaviour indicators.