

Job Title: Case Management Officer

Department: Non-Ministerial
Section: Probation and Aftercare Service
Reports to: Executive Manager
JE Ref: NMIN1003.1

Grade: CS 7

JE Date: 22/08/2024

Job purpose

To provide a comprehensive and professional case management support service to Jersey Probation and Aftercare Service (JPACS) and Jersey Family Court Advisory Service (JFCAS) to enable them to meet their objectives in line with the Strategic Priorities 2024-2027.

The role will provide direct supervision of Community Service Orders imposed by the Courts.

The role will contribute to the supervision and management of serious and complex high-risk offenders, and highly complex private and public law family cases.

Job specific outcomes

1. Organise, direct, monitor and supervise clients undertaking Community Service Orders within the Service's workroom, demonstrating accountability through the maintenance of accurate records and attending court if required to ensure compliance with Court Orders.
2. Take responsibility for receiving, processing and disseminating information and under own initiative carry out tasks necessary for the successful supervision of clients, whilst working within appropriate authority, risk and timescale limits and observing relevant policies, procedures and legislation to comply with Criminal Justice and Children's Law Legislation.
3. Quality assurance through investigating, proofreading and formatting lengthy, complex specialised court reports requiring specific layout and terminology by ensuring associated processes are followed.
4. Provide departmental administrative support relating to the processing of information for JPACS and JFCAS in a prompt, efficient manner. Responsibility for acquiring/receiving and processing information, working independently and proceeding without direct supervision to obtain all necessary disclosure/reports from other agencies to assist in safeguarding decisions and court reports, and in the case of all new JFCAS applications managing the application process until handover to allocated officer.
5. Attend internal multi-agency meetings and maintain a record of meetings and action points for the officers, to support the management of offenders which promotes the compliance of Court Orders.

6. Research information to provide accurate data to partner agencies, including risk-based information to the Multi Agency Safeguarding Hub (MASH), to assist them to make informed safeguarding decisions. Save required and highly confidential information, undertake research to provide up to date risk information reports for Multi-Agency Risk Assessment and Management (MARAM) meetings to promote defensible safeguarding and public protection decisions.
7. Maintain high levels of technical and procedural knowledge in relation to the criminal and family justice systems. Work in partnership with agencies, such as Magistrate's, Youth, Royal and Family Courts, Judicial Greffe, Children's Social Care, Customer and Local Services, Police and the Prison to develop networks, enable best use of resources, joined up approaches to services, and drive safeguarding.
8. Undertake research tasks; input, collate, edit and report on client, stakeholder and partner agency data and feedback, for inclusion in service documents and to understand trends and patterns of service delivery to influence improvements. Responsible for maintaining and updating the case management system, identifying and problem-solving issues to ensure service data is accurate and contributes to strategic and operational reporting.
9. Promote strong communication to maintain the health, safety and security of staff and clients, including those at risk of harm, managing incidents in line with the health and safety policy. Judge priorities and act accordingly in a busy environment. Take responsibility for first line dynamic assessment of clients for suitability to interview including conflict resolution, and escalation where appropriate to a senior manager in line with the department's health and safety policy. Monitor the safety of clients and staff through the CCTV management centre in the administration office to promote health and safety within the department.
10. Develop and improve all administrative processes and procedures. Deliver training and guidance to all Probation staff, and provide mentoring and support to less experienced staff, assisting and advising with their workload and professional development.

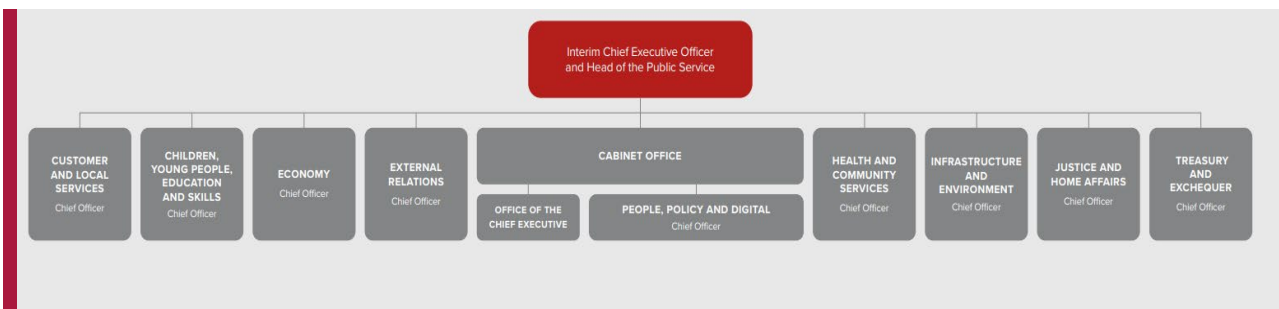
Statutory responsibilities

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

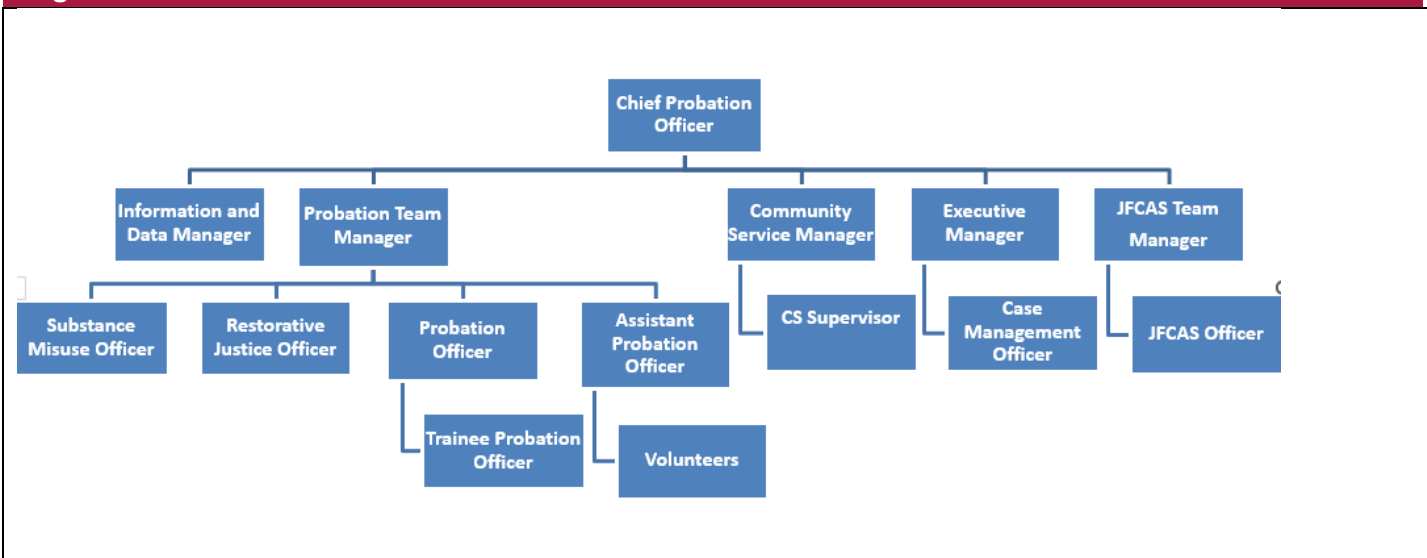
Criminal Justice Community Service Law (2011)
Probation Law (1937)
Children's Law (2002)
Sex Offender's Law (2010)

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

Organisational structure



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 'A' Level or equivalent, or equivalent experience within a similar role.</p> <p>Level 1 Safeguarding accreditation MAYBO qualification Emergency First Aid at Work (if not, it will be compulsory to study for these upon appointment).</p>	<p>Possess the ability to undertake the duties associated with this role having developed the necessary knowledge and skills through personal development and progression in a similar role.</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>Sound knowledge of criminal law in Jersey and the Children and Young People (Jersey) Law.</p> <p>Knowledge of the Human Rights Law and Data Protection Law.</p> <p>Knowledge of operating across a number of systems including advanced specialist systems. Excellent IT skills specifically Microsoft Office Suite and accurate keyboard skills.</p>	<p>Demonstrate understanding of Issues relating to domestic violence.</p> <p>Knowledge of health and safety procedures.</p> <p>Knowledge and practice of</p>

	<p>Awareness of Jersey safeguarding procedures.</p> <p>Have the ability to judge priorities and act accordingly in a busy environment.</p> <p>Able to deal empathetically with a wide range of people and make independent decisions.</p>	<p>desistance theories</p> <p>Up to date knowledge of Government of Jersey policies.</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>Proven communication, negotiation and leadership skills required to promote collaborative working.</p> <p>The skills to effectively communicate with partner agencies and members of the public, including those displaying hostility and high levels of distress.</p> <p>Ability to use and adapt to various specialised computer systems to research, enter and retrieve data.</p> <p>Excellent grammar, spelling and strong numeracy skills to provide accurate first line data reports to managers and to administer departmental budget data such as expense claims with the necessary accuracy.</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>Ability to operate with a high degree of autonomy, to process work with a high level of accuracy and attention to detail and prioritise tasks. Working independently and using initiative to make decisions without supervision.</p> <p>Proficiency in creating, presenting and delivering training to various internal audiences.</p> <p>High level of customer service skills and able to demonstrate assertiveness and empathy to achieve a positive outcome.</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>Ability to deal autonomously with complex challenges that may arise during supervision.</p> <p>The post-holder must maintain the highest level of confidentiality, discretion and integrity at all times due to dealing with highly sensitive data and ensure compliance with data protection requirements.</p> <p>Strong analytical skills, whilst under pressure, to investigate problems and situations and select the appropriate approach to resolve the problem and reflect on the result.</p> <p>Ability to deal with distressing subject matter regarding serious crime and the impact on victims, including murder and sexual violence. This will involve downloading and viewing graphic video footage.</p> <p>Resilient attitude and excellent communication skills 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>Excellent written communication, interpersonal and verbal skills.</p> <p>Ability to engage effectively with people at all levels with tact and discretion and adapt the approach dependent on the circumstances.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a</i></p>	<p>Be an experienced administrator with excellent organisational skills gained in an office environment over a period of at least three years.</p>	

<p><i>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 working on own initiative in a busy, pressurised and sensitive environment, to deliver a service within specific time-scales compliant with legislation and service values.</p> <p>Willingness to assist others, to plan and organise own/others work schedules, and prioritise tasks to ensure deadlines are met.</p> <p>Accuracy and attention to detail, with the ability to spot errors and use a common-sense approach to managing a varied workload and priorities.</p>	
<p>Other</p>	<p>Enhanced DBS.</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Exposure to distressing, unsavoury, confidential, and sensitive issues where the careful and effective handling of such matters is essential.</p> <p>High level of integrity, tact, resilience, and discretion, which are essential when dealing with sensitive and other information.</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 Government of Jersey core accountabilities attributes and behaviour indicators.