



JOB DESCRIPTION	
POST	<b>Programme Support Worker (Sessional)</b>
FUNCTION	Programmes
ACCOUNTABLE TO	Administration Manager
JOB PURPOSE	To contribute to the effective operation of the Programmes Unit by transporting participants to and from the Unit and providing a support service to Programme Tutors.
CONTEXT OF ROLE	<p>The Programmes unit is responsible for delivering group work programmes for participants for whom attendance is a statutory requirement of their Community Order or Prison Licence.</p> <p>Working across The Durham Tees Valley Community Rehabilitation Company Limited (DTV CRC), the post holder will work as part of a team of Probation Service Officers and admin staff who are responsible for the effective delivery of group work programmes which meet the expectation of sentences and participants. All members of the team are involved in contributing to the implementation of the Trust targets.</p> <p>Under the direction of the Operations Manager, the post holder will primarily be responsible for transporting participants to and from the Programmes Unit from across the DTV CRC area including general maintenance and care of allocated vehicles as required. In addition, you will be required to provide a support service to Programme Tutors including providing refreshments and light cleaning duties. You will be expected to play a full part in the work of the team, and behave in a positive and helpful manner when dealing with people both within and outside of the Probation Service, including mixing with and observing group members, promoting course ethos and feedback of any problems observed.</p> <p>All staff are expected to participate positively in the supervision and appraisal process, to undertake relevant training and development activities to improve their work performance, and to contribute to the training and development of others</p> <p>All staff within the DTV CRC are expected to work within a framework provided by the CRC's Business Plan, and comply with the CRC's Policies, Procedures and Financial Regulations. Respect for confidentiality is essential. The areas of responsibility associated within the post may be amended from time to time, and it is expected that the post holder will operate flexibly and undertake any other tasks and projects which could reasonably be expected of a Programme Support Worker.</p>

## KEY RESPONSIBILITIES AND DUTIES

1	To drive DTV CRC vehicles (usually a mini-bus) to transport equipment, materials, participants and Probation staff.
2	To plan journeys in order to establish the most effective and efficient route for travelling.
3	To undertake routine vehicle checks of fuel, oil, water and tyres.
4	To maintain a basic log of mileage and fuel in-take.
5	To arrange for vehicle servicing and repair to ensure that it is roadworthy at all times.
6	To clean vehicles and ensure facilities are in place to transport passengers in a comfortable and safe environment.
7	To provide a support service to Programme Tutors including providing refreshments, observing the group when required and undertaking light cleaning duties.
8	To mix with group members, promote course ethos and feedback any problems observed.
9	To shop for provisions and keeping an inventory of provisions and equipment associated with support.
10	To mix with group members, promote course ethos and feedback any problems observed.
11	To maintain strict confidentiality and to comply with the CRC's policies in respect of equality and diversity.
12	To participate in the supervision and appraisal process, and in ongoing training and development events in order to develop personal practice and skills, and assist in the development of other staff.
13	To attend team meetings and other meetings both within the CRC and with external agencies, and to undertake any other reasonable task associated with the role of Support Services Officer, as deemed appropriate by the line manager.

## ROLE PROFILE

### PROGRAMMES SUPPORT WORKER (SESSIONAL)

Essential

Desirable

#### EDUCATION & QUALIFICATIONS

1	Advanced driving qualification.		✓
2	First Aid Certificate		✓
3	Food Hygiene Certificate		✓

#### EXPERIENCE

4	Working with difficult or demanding people.	✓	
5	Driving a mini-bus or working as driver in an employment capacity.		✓
6	Working with offenders (participants).		✓

#### SKILLS

7	Customer-focused, can-do approach to work.	✓	
8	Ability to plan journeys.	✓	
9	Strong interpersonal skills with the ability to work well independently and as part of a team.	✓	
10	Exercising discretion and an ability to maintain strict confidentiality	✓	
11	Flexible, reliable and committed approach with a genuine willingness to undertake whatever task comes to hand in order to ensure the team is able to operate effectively and successfully.	✓	
12	Interest in developing new skills and knowledge areas: keen to learn.	✓	
13	Positive attitude to undertaking training on an ongoing basis.	✓	
14	Able to be flexible regarding workplace and hours of work.	✓	

#### KNOWLEDGE

15	A sound knowledge of the Durham Tees Valley CRC geographical area.	✓	
16	Understanding the importance of teamwork, recognising the links between staff and participant behaviours.	✓	
17	Understanding of the work of the Probation Service.		✓

#### OTHER

18	Holds a full driving licence*	✓	
19	Own transport.		✓

*\*IMPORTANT: Licences before 1 January 1997 are covered as long as the holder has the entitlement to drive cars. This is shown as group A (B for automatics) on old style licences or category B and D1 **not for hire or reward** on a new style licence.*

*Licences obtained after 1 January 1997 do not automatically cover the holder to drive Mini-buses, a theory and practical test specifically to drive Mini-buses must have been undertaken.*