

**THE DURHAM TEES VALLEY COMMUNITY REHABILITATION COMPANY LIMITED
JOB DESCRIPTION**

POST	Probation Service Officer
FUNCTION	Unpaid Work
ACCOUNTABLE TO	Deputy Probation Manager
JOB PURPOSE	To provide supervision to participants who are undertaking unpaid work in the Community as a part of their Unpaid Work order.
CONTEXT OF ROLE	<p>The Unpaid Work Unit is a large multi-grade team within The Durham Tees Valley Community Rehabilitation Company Limited (DTV CRC) operating county-wide from a centralised base. It is responsible for supervising Unpaid Work Orders in the context of the National Standards Framework and the Business Plan Objectives.</p> <p>As a Probation Service Officer, you would be responsible for assisting in the supervision of up to eight participants who have been directed by the courts to undertake unpaid work which benefits the Community in which they live. This could include work such as painting and decorating, site clearance, environmental work and general construction.</p> <p>The Probation Service Officer has a wide range of responsibilities, which primarily focus on assisting in the delivery of projects to the required standards, and ensuring that the groups of participants work effectively and comply with their Community Order.</p> <p>The postholder will be required to maintain effective public relations, and to actively and positively promote the work of the Unpaid Work Unit.</p> <p>All staff within DTV CRC are expected to work within a framework provided by the CRC's Business Plan, Policies and Procedures, Financial Regulations, and identified Critical Success Factors.</p> <p>Respect for confidentiality is essential. 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>The areas of responsibility associated with a particular post may be amended from time to time, and it is expected that the postholder will operate flexibly and undertake any other tasks and projects which could reasonably be expected of a Probation Service Officer.</p>

KEY RESPONSIBILITIES AND DUTIES

1	To ensure the supervision of all participants is in a way which promotes non-aggressive and non-abusive behaviour and provides ongoing support.
2	To ensure the fair treatment of all participants in the allocation and carrying out of tasks.
3	To ensure that each participant has the relevant material and equipment for the designated task.
4	To assist in the provision of effective workplace planning and supervision in accordance with the project plan.
5	To challenge aggressive or abusive behaviour in a way which maintains a harmonious working environment.
6	To assist in the provision of training, direction and leadership to participants.
7	To ensure that the work of the participants under supervision complies with the terms and expectations of the sentence.
8	To ensure that the work of the participants is of good quality and meets the needs of the beneficiaries.
9	To carry out timely administrative tasks including the completion of worksheets for individual participants detailing attendance, work carried out etc.
10	To work as a team and to provide cover where necessary.
11	To ensure that all tasks are carried out in accordance with project risk assessment and the DTV CRC Health and Safety Policy.
12	To promote the work of Unpaid Work to the general public as required.
15	To develop personal work performance by appropriate allocation of time to work priorities, active participation in supervision sessions and the appraisal/staff development process, and in relevant training and development activities.
16	To develop and maintain effective working relationships with line manager, colleagues and staff across the CRC, and with relevant external contacts.
18	To promote the CRC's policy of equality and diversity, both within the team and externally; to demonstrate commitment to equality and diversity principles in all CRC activities; and to maintain appropriate confidentiality and information security.

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ROLE PROFILE – COMPETENCES

STANDARD COMPETENCE AREAS FOR ALL ROLES WITHIN DTV CRC

AA1	Promote Equality & Diversity
1	Understand the key features of a culture which promotes equality and values diversity
2	Understand the importance of the promotion of equality and valuing of diversity for effective work in the sector
3	Understand and demonstrate behaviour appropriate to the promotion of equality and valuing of diversity
4	Understand how to actively help others in the promotion of equality and valuing of diversity
5	Understand how to review own contribution to promoting equality and valuing diversity
AB1	Communicate effectively with people maintaining the security of information
1	Understand how to communicate with people
2	Understand how to maintain the security of information in communications with people
3	Be able to communicate with people
AC1	Contribute to the quality of team working
1	Know and understand the principles that underpin effective team working
2	Be able to contribute to effective team working
3	Be able to contribute to the development of team working
AE1	Maintain and develop your own knowledge, skills and competence
1	Understand the principles that underpin maintaining and developing own knowledge, skills and competence
2	Be able to maintain and develop own knowledge, skills and competence

STANDARD COMPETENCE AREAS FOR ALL PSO ROLES

GC4 (3)	Assess risk of harm and the need for intervention
1	Know and understand legal and organisational requirements related to risk assessment and intervention
2	Understand the principles of assessing the risk of harm and the need for intervention
3	Be able to identify the risk of harm indicators
4	Be able to identify, monitor and review the need for intervention
AD1 (3)	Develop and sustain effective working relationships with staff in other agencies
1	Know and understand relevant legal and organisational requirements
2	Understand the principles of effective working relationship with other agencies
3	Be able to develop and sustain effective working relationships with staff in other agencies
EC7 (3)	Reinforce positive behavioural goals during relationships with individuals
1	Know and understand factors which contribute to anti-social behaviour
2	Be able to facilitate behavioural change using pro social modelling
3	Be able to review the effectiveness of behaviour change with individuals
EB1 (3)	Supervise, enforce and review low to medium risk offenders serving sentence in the community
1	Know and understand the principles that underpin the supervision of low to medium risk offenders serving sentences in the community
2	Be able to supervise low to medium risk offenders serving sentences in the community
3	Be able to enforce court orders and statutory licences of low to medium risk offenders serving sentences in the community
4	Be able to monitor and review the progress of low to medium risk offenders in the community
EC6 (3)	Assess individuals needs and plan agreed activities
1	Know and understand the principles that underpin the assessment of individuals' needs and the planning of activities
2	Be able to contribute to the assessment of individuals' abilities and needs
3	Be able to plan agreed development activities for individuals

OPTIONAL COMPETENCE AREAS FOR SELECTION AND INCLUSION IN PSO ROLE PROFILES

RISK

GC1 (3)	Contribute to the protection of individuals from abuse
1	Know and understand legal and organisational requirements in relation to the protection of individuals from abuse
2	Be able to contribute to the monitoring of individuals who are at risk of abuse
3	Be able to minimise the effects of abusive behaviour
4	Be able to contribute to reducing the risk of abusive behaviour
GC7 (3)	Contribute to the prevention and management of abusive and aggressive behaviour
1	Know and understand how to prevent and manage abusive and aggressive behaviour
2	Know and understand the forms, causes and effects of abusive and aggressive behaviour
3	Be able to deal with incidents of abusive and aggressive behaviour
4	Be able to contribute to minimising the risk of abusive and aggressive behaviour
GE2 (3)	Assess and act upon immediate risk of danger to substance users
1	Understand the factors involved in dealing with substance misuse
2	Be able to assess the risks involved in incidences of substance misuse
3	Be able to act upon the immediate risk of danger to the individual
4	Be able to support those at immediate risk of danger from substance misuse

COMMUNICATION, INFORMATION

EA2 (3)	Process information relating to individuals' offending behaviour
1	Know and understand the principles that underpin obtaining information about the offending behaviour and circumstances of individuals
2	Be able to prepare to gather information about individuals and their offending behaviour and circumstances
3	Be able to obtain and verify information from individuals about their offending behaviour and circumstances

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| 4 | Be able to obtain and verify information from third parties about the offending behaviour and circumstances of individuals |
| 5 | Be able to record and communicate information relating to the offending behaviour and circumstances of individuals |

SUPPORTING INDIVIDUALS

EC1 (3) Help individuals' address their offending behaviour

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| 1 | Know and understand the factors which can cause/impact on offending behaviour |
| 2 | Be able to support individuals in understanding their offending behaviour |
| 3 | Be able to support individuals in addressing their offending behaviour |
| 4 | Be able to record and report details of working with individuals to address offending behaviour |

TECHNICAL SKILLS

COMMUNITY PAYBACK

AF4 (3) Conduct an assessment of risk in the workplace

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| 1 | Know and understand relevant health and safety legislation |
| 2 | Know and understand the principles of risk assessment |
| 3 | Be able to identify hazards in the workplace |

GJ1 (3) Provide and evaluate agreed activities for individuals

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| 1 | Know and understand the principles that underpin the preparation, provision and evaluation of activities for individuals |
| 2 | Be able to agree and prepare development activities for individuals |
| 3 | Be able to support individuals in activities |
| 4 | Be able to evaluate activities with other members of the team |