

Head of Service - Thameside OMU

Job Description and Personal Specification

Role:	Head of Offender Management Services
Place of work:	HMP Thameside, Griffin Manor Way, London SE28 OFJ
Hours of work:	38 hours per week
Salary/Grade	Operations – People Manager
Reports to:	Assistant Director
Level of screening:	Enhanced DBS/ Prison Vetting

Where you fit in

This post presents an exciting opportunity to lead on the development and delivery of Catch22 Justice Contracts covering HMP Thameside Offender Management and Gangs and Violence services. Focusing on contract management, performance monitoring, business development and the implementation of HMPPS key policy frameworks

This role will be responsible for the delivery of the Catch22 Offender Management Unit at HMP Thameside. A busy inner city, category B local resettlement prison, located in South-East London & operated by Serco.

This will involve working in close partnership with key stakeholders within the prison as well as internal/external criminal justice, health, education and voluntary sector services to promote and deliver our services and achieve the required outputs and outcomes.

This role will be responsible for ensuring all services within the contract are demonstrating impact, are contractually compliant and drive Catch22's reporting mechanisms. The successful candidate will develop the service provision to ensure best practice and leading-edge services are available to all service users. They will be accountable for creating an environment in which staff are engaged and empowered to achieve greater impact and understand the strategic vision of Catch22.

The successful candidate will work alongside SMT & Business Development team to provide subject matter expertise to assist in the identification & tendering of future contracts. Thus, enhancing and expanding our custodial footprint.

This position offers the combination of having the managerial oversight of a functional OMU, whilst also working for a third sector organisation; a unique opportunity which only Catch22 as an organisation can currently offer.

Main Duties & Accountabilities

As a Head of Service your main duties and accountabilities will include:

- To ensure consistent high quality operational delivery of offender management services to eligible offenders in line with HMPPS guidance and the local policy and procedures for HMP Thameside.
- To ensure high quality delivery of Gangs and Violence Reduction services.
- To manage and drive quality performance ensuring all key performance deliverables and contract expectations are met by embedding robust governance structures.
- To provide strategic oversight and management of Catch22's strategic aims and objectives alongside those of Serco and HMPPS.
- To be the central point of contact to offer and provide information, advice and guidance on the function of the Offender Management Service.
- To work in collaboration with the Head of Offender Management Delivery (HOMD) and the Head of Custody to ensure compliance with HMPPS policy frameworks and oversight of public protection delivery.
- To act as the ViSOR lead for the establishment ensuring compliance and carrying out bi-monthly audits.
- To have oversight of the inter-prison transfer process and ensure compliance of Offender Flows and configuration policy.
- Accountable for ensuring planning and preparation of key audits such as HMIP (His Majesty's Inspectorate of prisons) and actions arising from these are delivered.
- To deliver training, events and workshops to raise awareness of the service provision, best practice and service innovation to commissioners, stakeholders, and wider across Catch22.
- To collaborate with prisoners to ensure that they are involved in co-creating the service so that it addresses their priorities and needs and is accessible to all.
- To maximise the performance and retention of staff through regular staff supervision, performance management, training, and service/team meetings.
- To seek, build and create innovative service solutions and opportunities for organic growth.

This list is intended to give an indication of the main duties involved, but is not meant to be exhaustive.

What does good look like for this role?

As a Head of Service you will be responsible for managing and supporting OMU Co-ordinators to engage with Service Users drawing upon each of the five competencies: risk of harm, engagement, diversity, communication and teamwork. You will also be responsible for managing a Deputy Head of Service.

The Head of Service will have a great opportunity to be a positive influence for change and to work with a wide range of partners to address Service Users' criminogenic needs.

'Good' in this role will include:

- A confident professional who is responsive to pressure and change.
- Able to be adaptable, working in what can be a challenging environment whilst maintaining a motivational approach and achieving performance targets.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals with a variety of partnership organisations.
- Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.

Head of Service: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS		<p>PQIP qualified and/or OASys trained.</p> <p>Any qualification relevant to working with those in prison, for example criminology/CJ social care/Mental Health</p> <p>Management qualification</p>	Application
KNOWLEDGE/ EXPERIENCE	An understanding of models of evidence and methodologies in relation to offender rehabilitation.	<p>Experience of working with high risk clients presenting violent/challenging behaviour.</p> <p>Experience of risk management and Safeguarding</p> <p>Experience of planning, leading, delivering and evaluating activities and interventions for prisoners.</p> <p>Proven ability to lead high performing teams within the custodial estate/Criminal Justice Sector.</p>	Application/Interview
SKILLS & ABILITIES	<p>Strong communication skills and ability to build and develop good working relationships at all levels.</p> <p>Ability to assess information quickly and make sound judgments.</p>	<p>A track record of establishing project monitoring and evaluation frameworks.</p> <p>Experience of data collection, analysis, the production of reports and summaries, using</p>	Application/Interview

	<p>Experience and skills to lead a team, setting objectives and priorities and monitoring performance against agreed targets.</p> <p>Ability to operate at a strategic level and develop innovative service solutions.</p>	IT.	
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