

Head of Service - HMP Thameside Offender Management Unit

Job Description and Personal Specification

Role:	Head Of Service
Place of work:	HMP Thameside, Griffin Manor Way, London SE28 OFJ
Hours of work:	38 hours per week
Salary/Grade	£40,560 , Grade I.
Reports to:	Assistant Director
Level of screening:	Enhanced DBS/ Prison Vetting

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service user's ideology, helping them desist from crime and reach their true potential.

Where you fit in

This post presents an exciting opportunity to lead on the development and delivery of Catch22 Justice Contracts covering HMP Thameside services. Focusing on contract management, performance monitoring and business development.

This role will be responsible for the delivery of the Catch22 Offender Management Unit (OMU) 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 the all services within the contract are demonstrating impact, are contractually compliant and drive Catch22's reporting mechanisms. Successful candidate will develop the service provision to ensure best practice and leading-edge services are available to all service users. You 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:

- Oversee operational delivery of Offender Management service.
- Accountable for the delivery of high quality, cost effective service.
- Coaching and developing first line managers to lead high performing teams focused on risk management.
- To provide strategic oversight and management of Catch22's strategic aims and objectives alongside those of the customer.
- To manage and drive performance ensuring all key performance deliverables and contract expectations are met and satisfactorily achieved.
- To ensure operational delivery of offender management services to eligible offenders in line with the local policy and procedures for HMP Thameside
- To maximise the performance and contribution of staff in meeting the objectives of the Offender Management regime within HMP Thameside through staff supervision, performance management, the workload management scheme, appraisal, training, consultation and service/team meetings.
- To ensure all OMU processes are robust and compliant with PSI and HMIP guidance.
- To ensure all relevant risks and issues in relation to addressing factors likely to result in re-offending are identified and managed appropriately in line with the Offender Management arrangements within HMP Thameside.
- To assist the Assistant Director in developing systems to ensure effective service delivery within an equal opportunities framework and promote anti discriminatory practice in all aspects of the work.
- To chair, as required, offender planning and wider departmental meetings.

- To provide advice, information and support to multi agency workers and offenders about the function of the Offender Management Service.
- To ensure the maintenance of the team's database and compliance entry to the Prison's Case Management system for the purposes of casework recording, monitoring and evaluating service provision.
- Work with statutory and voluntary sector partners to ensure the work is part of a pathway of activities available and adds value to existing provision.
- To collaborate with prisoners to ensure that they are involved in co-creating the service so that it addresses their priorities and needs.
- Monitor Service Co-Ordinators through demonstrated evidence and associated reports that the Service Delivery Specification is being followed and maintained and that services are being provided to offenders in a timely manner as agreed.
- Ensure risk escalation procedures and processes are in place consistently across each site to safely manage and report increases in risk appropriately both internally and with partnership agencies.
- Ensure the common use and maintenance of team databases and compliance with the Prison's Case Management system for the purposes of casework recording, monitoring and evaluating service provision.
- Work with Service Co-Ordinators to constantly ensure there is genuine & purposeful engagement with the offender using appropriate methodologies and interventions to encourage and support their engagement and progress.
- Work with other service providers to ensure your services complement existing provision in prison and in the community.
- Ensure that absenteeism and lateness on all sites is maintained, on or preferably below the agreed levels for the organisation, taking appropriate support and action to achieve the target.
- Ensure that disciplinary, complaints and grievance procedures are appropriately managed, including the undertaking of investigations and the conducting of disciplinary interviews when required.
- Monitor suite of dashboards to ensure that all performance and organisational standards are being met and that outcomes/performance is maximised.
- To ensure that your professional awareness of best practice and service innovation is maintained and shared with all staff.
- To act as an ambassador for Catch22 upholding and promoting our organisational values.
- Enabling activity around promoting the service to attract revenue and contribute towards business development opportunities, including a specific focus on absorbing the Family Services within the establishment.
- Responsible for ensuring Catch22 staff induction, management of probationary review periods, mandatory/additional training as requires, completion of 4Policies and e-learning training on Connected is completed across all sites.
- Ensure absolute adherence to Catch22 Confidentiality and Data Protection Policies and all other associated policies and procedures through appropriate systems and procedures on each prison site.
- Ensure Co-Ordinators have in place processes to manage the completion and monitoring of all security clearance checks including DBS and MOJ vetting procedures on all sites.
- Annual agreement and review of targets, competencies and personal development plans for all supervised staff in line with Catch22's Contribution Review Process.

- To attend Catch22, Serco & prison networking events as and when required.
- Ensure all performance issues are identified and addressed expediently to ensure all delivery specification expectations are met through the delivery of our services.
- To maintain Catch22 environmental and health and safety risk assessments are completed and reviewed timely on each site.
- To have in place mechanisms to capture and monitor complaints from each prison site providing information to Catch22 as part of annual reports.
- To ensure all safeguarding concerns are managed in accordance with organisational and establishment policies and agreements and that records are monitored and maintained providing information to Catch22 as part of annual reports.
- Support the delivery of training, events, workshops and seminars to professionals to raise awareness and develop the capacity of partners on the areas of Offender Management.
- To seek to improve his/her own performance, contribution, knowledge, and skills and participate in training and developmental activities as required.
- To ensure the implementation of Catch22's Diversity and Equality policy in its widest sense across all prison sites.
- To provide peripatetic Line Management cover to other existing contracts if required.
- Ensure that all staff are aware of the Catch22 Employee Assistance Programme.
- Responsible for reporting any incidents /accidents occurring at the project to Line-manager, People Service (HR) and the competent Health & Safety person. Conducting investigations into the incident / accident and provide appropriate report.
- Positively promote an environment within Catch22 which respects and values the diversity of both staff and service users.
- Participate in the selection and ensure induction is provided to new staff to ensure that they are aware of their duties and the policies, practice and values of Catch22.

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.

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.

- Working collaboratively with a variety of partnership organisations to deliver a great service to Service Users.
- Attention to detail particularly relating to performance and meeting of deadlines.
- Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.
- Ability to complete timely performance and management reports as directed, collating information as agreed from all prison sites.

Organisational Relationships

Reports to Assistant Director

A Head Of Service liaises closely with key internal stakeholders such as Directors, Assistant Directors, Service Managers, Employees and Human Resources. The post holder will also be required to effectively communicate with the Contract Management Team at Serco, HMPPS Controller, Service Users, Probation staff, Prison Senior Management Team, Local Authorities, Reducing Re-offending Boards, Managers from other statutory and voluntary agencies both within and external to the prison who offer services relevant to Offender Management.

Head Of Service: Person Specification

COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Any qualification relevant to working with those in prison, for example criminology/ criminal justice/ social care/ mental health/ IAG.</p> <p>Evidence of continual professional development.</p> <p>Experience working with Microsoft Office - Word and Excel.</p>	<p>A qualification in leadership and management (or working towards).</p> <p>PQIP qualified and/or OASys trained.</p>	Application
KNOWLEDGE/ EXPERIENCE	<p>Experience of risk/Offender management & addressing criminogenic needs.</p> <p>Experience of working with a high risk client group presenting violent or challenging behaviour</p> <p>An understanding of the importance of risk assessment and management.</p> <p>An understanding of models of evidence and methodologies in relation to offender rehabilitation.</p> <p>Experience of working within an organisations policies and procedures, including those relating to health and safety, confidentiality and handling sensitive information.</p>	<p>Experience of planning, leading, delivering and evaluating activities and interventions for prisoners</p> <p>Understanding of OMIC</p> <p>Proven ability to lead high performing teams within the custodial estate/Criminal Justice Sector.</p> <p>Experience of managing senior staff.</p>	Interview/ Application

SKILLS & ABILITIES	<p>Ability to build and develop good working relationships at all levels.</p> <p>Ability to demonstrate empathy with those suffering discrimination and disadvantage.</p> <p>Ability to assess information quickly and make sound judgments</p> <p>Experience and skills to lead a team, setting objectives and priorities monitoring performance against agreed targets.</p> <p>Skills in risk assessment and management and evidenced based decision making.</p> <p>Demonstrates a positive approach and commitment to both team and partnership working.</p> <p>Ability to act as an ambassador in promoting our values and approach to staff, partners and stakeholders.</p> <p>Ability to operate at a strategic level and engage prison and a wide range of colleagues and partners.</p> <p>Ability to prioritise and delegate. Able to organise and manage multiple tasks successfully whilst working under pressure and to Ability to work in line with data protection requirements.</p> <p>Good verbal and written communication skills, including the ability to produce performance reports.</p>	<p>Experience of setting up a new service and of establishing procedures, processes and protocols.</p> <p>Experience of managing volunteers.</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 IT.</p> <p>Experience of achieving outcomes on time and within budget.</p>	<p>Application/Interview</p>
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<p>OTHER</p>	<p>A track record of integrating, diversity and cultural issues into service planning, design and delivery.</p> <p>Willing to undertake training, as required.</p> <p>Demonstrates a commitment to building teams and effective partnership working.</p> <p>Ability to create a compelling vision for stakeholders, partners, staff and volunteers and successfully manage and communicate change.</p> <p>An understanding of, and commitment to, the promotion of service delivery in an equal opportunities framework, including anti-racist, anti-discriminatory team and professional practice..</p> <p>Understanding of Health and Safety at Work.</p>	<p>The ability and willingness and flexibility to work outside office hours, if required.</p>	<p>Application/Interview</p>
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