

ROLE PROFILE RIGHT JOB, RIGHT PERSON

Job Details:

Job Title:	Service Manager – Criminal Justice		
Department:	Pobl Care & Support	Reports To:	Assistant Director
Location:	Various	DBS:	Basic
Job Family:	Management		
Hours:	37 per week		

Job Purpose

To manage the effective delivery of services for individuals involved with Criminal Justice services, including individuals in custody and those being managed and supported in the community by Pobl through Community Rehabilitation Company (CRC), National Probation Service (NPS) or Supporting People contracts.

To work with Commissioners, staff and other stakeholders to continuously review and improve service delivery in line with agreed Key Performance Indicators whilst working with partner agencies to focus on prevention of homelessness and reducing re-offending to achieve positive outcomes for service users.

To develop and sustain relationships with Commissioners and other stakeholders including internal departments, to ensure that services are meeting and exceeding the expectations of commissioners and delivering positive outcomes for service users whilst remaining relevant and that new business opportunities are considered.

To maintain accurate and timely records and information as required by the contracts and to ensure that all required information is submitted to Commissioners in an accurate and timely manner.

To ensure policies, procedures, values and standards are communicated and applied consistently across the region.

To be responsible for the effective management of three projects across Wales and direct line management of staff.

You need to have people management skill as well as contracts management experience – background in working in Criminal Justice, Support, Housing or similar environment would be advantageous.

The post holder must be a car owner/driver

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Ensure that the Manager is informed and kept up to date with any contractual issues.

Participate in the organisation of regular staff meetings to ensure that excellent levels of communication exist between project staff and management.

Keep statistical information up to date within the projects for reporting purposes.

Reach all operational targets laid out in relevant Working Links contract documents such as monthly management reports and quarterly outcomes reports.

Ensure that client files are properly maintained and that effective support plans are in place through the process of Keyworking and Outcomes Monitoring.

Ensure that there is liaison with other appropriate agencies regarding the provision of services for clients of the projects.

Oversee and actively participate in the management and resolution of health and safety issues.

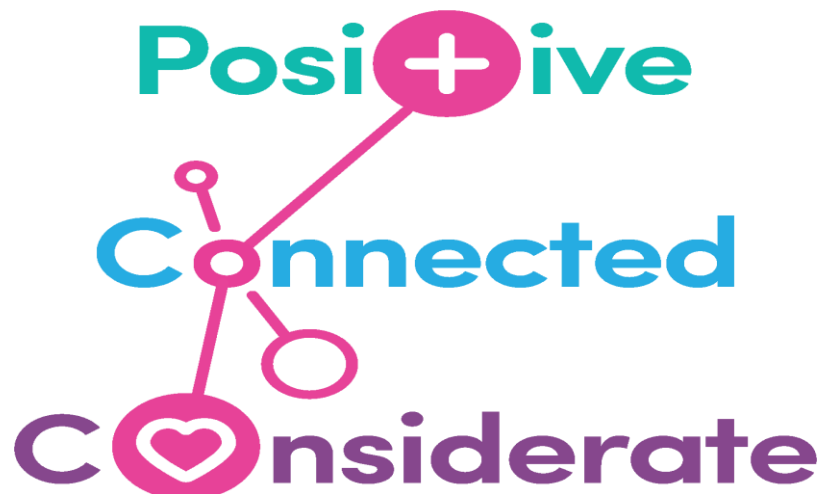
Carry out other reasonable duties as and when required.

Rarely there may be a requirement to work unsociable hours.

How this Job is done?

Our values

Everyone employed by the Pobl Group share the following values:



Who does this Job

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Person Specification	Essential or Desirable	Evidence
Experience		
Relevant work experience with Criminal Justice Services	Essential	
Experience in people management	Essential	
Experience of working with Commissioners and contract management	Essential	
Skills & Abilities		
Ability to supervise, motivate and develop staff	Essential	
Ability to work as part of a team	Essential	
Ability to work on own initiative	Essential	
Good IT and administration skills with the ability to produce concise, accurate written reports	Essential	
Excellent communication skills	Essential	
Ability to prioritise	Essential	
Ability to work under pressure	Essential	
Ability to liaise and negotiate with other organisations	Essential	
Building positive working relationships	Essential	
A non-discriminatory attitude to clients and staff on the grounds of race, sex, religion, colour, disability or sexual orientation	Essential	
Knowledge and Understanding		
Knowledge of Criminal Justice System	Essential	
Some knowledge of financial procedures and budget management	Desirable	

Our Core Skills and Competencies

Everyone employed by the Pobl Group have the following core skills and competencies:

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Core Skills & Behaviours	Be Customer Focused Be Results Focused Be a Team Player Be a Communicator Be Safety Conscious Be a Solution Finder Be Efficient Be a Role Model
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In addition, our Managers have the following competencies:

Managers	Be a Change Manager Be a Developer of People Be Commercially Aware Be a Business Partner Be Strategic
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