

## Additional Narrative.

### NPS Job Description

<b>Job Title</b>	IOM & EMS (for in scope Areas) Co-ordinator
<b>Directorate</b>	National Probation Service
<b>Band</b>	Band 3

<b>Overview of the job</b>	<p>This is a co-ordination role in the Divisional office, Function / Cluster local offices.</p> <p>The jobholder acts as an interface between the IOM team including, Police, YOS, Probation, Prison and other partners on a wide range of issues.</p> <p>The job holder will report to the IOM Probation Manager but will work across the IOM Partnership. This is a permanent position with a fixed term of 3 years in IOM/ EMS, after which the role will be reviewed and may result in redeployment to another role at the same Band within the Organisation.</p>
<b>Summary</b>	<p>To provide Coordination and administrative support to the IOM team to ensure efficiency in management, including cohort selection, review and de-selection. The role will support Probation and Police as the lead IOM agencies as well as the wider 'integrated partnership' in a variety of duties to allow the smooth operation of the IOM scheme and EMS implementation (for those Areas in-scope for Electronic Monitoring). The work and activities will be directed by the Probation SPO, IOM (EMS) lead in consultation with the tactical Police lead for IOM. The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work.</p> <p>In line with NPS policies and procedures, the job holder must at all times demonstrate a commitment to equality and inclusion and an understanding of their relevance to the work they do.</p> <p>The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position</p>
<b>Responsibilities, Activities &amp; Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p><b>Coordination/ relationship building</b></p> <ul style="list-style-type: none"> <li>• Provide direction to Partner Agencies, daily management information, and monthly performance reporting that will enable the effective management and development of the IOM Cohort.</li> <li>• Establish good working relationships and effective communication links between statutory and non-statutory Partner Agencies, building a high level of confidence and trust.</li> <li>• Develop new links to Third Sector/ Voluntary Agencies with a view to expanding and diversifying the interventions available to people on the Scheme in line with the national IOM strategy.</li> <li>• Negotiate and influence partners participating in the IOM programme to deliver the agreed service levels effectively through coordinated multi-agency working, resulting in proper management of cases and genuine results/ outcomes</li> </ul>

- Maintain a good knowledge of people on the Scheme, their offending behaviour, needs, motivation to make changes and engagement with services and provision
- Facilitate the IOM Case Review Meetings, ensuring information is circulated to members beforehand, that notes are taken and that decisions made are communicated to all relevant partners/ stakeholders
- Liaise with partners to ensure that multi-agency assessments and risk assessments are carried out; sometimes negotiating with Partner Agencies to determine and agree assessment of risk of re-offending.
- Have extensive knowledge of the interventions available to the person on the Scheme by all the various agencies and services: police, probation, housing, voluntary sector etc.
- Ensure information is shared appropriately with Partners and in a timely manner using agreed protocols and in compliance with all aspects of data protection.
- Support Probation IOM SPO and Police Tactical Leads to ensure that:
  - A problem-solving approach is adopted to negotiate and agree with partner agencies the type of interventions to be co-ordinated; balancing enforcement with support, counselling, rehabilitative service, etc.
  - Liaison and the development of relationships between Partners provides are focused on the specific needs of each individual case and the overall intentions of the IOM National Strategy
  - Delivery of IOM programme is promoted and supported by both internal and external multi-agency groups.

#### **Use information to make critical decisions**

- Act as point of contact for referrals to the scheme.
- Provided guidance to practitioners and wider stakeholders around referrals.
- Gather national IOM strategies and best practice and share this with the wider partnership, to maintain a thorough knowledge and influence local IOM development.
- Scope and identify persons who maybe suitable for adoption onto the scheme in line with the current criteria. Research and process referral applications received for consideration for adoption onto the cohort.

#### **Maintain records/ sharing information**

- General administration
- Ensuring records are up to date
- Update both police and probation systems with regards IOM, including Delius, IDIOM and other relevant systems.
- Support the collection and presentation of performance management data to ascertain local IOM practices are meeting the needs of service users and key stakeholders, and to improve the quality and availability of bespoke interventions available to IOM service users. Be fully cognisant of the relevant Partnership action plans.
- Manage and maintain computer systems in accordance with Data Protection Legislation.
- Maintain an Information Sharing Agreement ensuring it is fit for purpose for the Integrated Offender management.
- Work with Youth Offending to best case manage those young people on the Young Persons IOM Scheme and assist in the smooth transition from YOS to Probation where applicable.

- Use problem solving techniques to support multi agency responses to community safety issues, with particular reference to offending and reducing reoffending.
- Undertake activities associated with the oversight and administrative management of EMS-AC cases and EMS-AAMR's (Electronic Monitoring – Acquisitive Crime and Alcohol Monitoring Requirements)
- Use EMS reports MiS Reports and other relevant sources of information to check cases compliance with National EMS Requirements
- Liaise when appropriate with Prisons to facilitate the work of EMS and IOM ensuring licence conditions, release dates and other relevant activities are being recorded appropriately on relevant Case Management Systems
- Support IOM SPO & Police Tactical Lead to effectively record and manage administrative processes associated with both EMS and IOM more generally.

#### **Other Relevant Duties**

Facilitate the work of operational staff and managers across Partner Agencies in the processing and provision of information to CSP's, RRB's and other relevant governance groups in relation to IOM and EMS.

Contribute to the development of evaluation frameworks including supporting the design of tracking systems to monitor the effectiveness of IOM outcomes across the IOM pathways

Consult with the Central and Regional IOM Teams including Performance and Quality Assurance Teams by providing, receiving and processing information to facilitate work in these areas.

Contribute to the overall performance management of the IOM Scheme liaising with relevant others to monitor and report on performance.

Facilitate the production of Scheme reports

Contribute to the regional approach to Continuous Improvement including contributing to the co-ordination of pilots, initiatives, etc.

	<p><b>Enhance your own performance</b></p> <ul style="list-style-type: none"><li>• Manage own resources and take responsibility for own professional development and attitudes</li><li>• To work within the aims and values of NPS and HMPPS</li></ul> <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alternations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh</p>
<b>Behaviours</b>	<ul style="list-style-type: none"><li>• Changing and Improving</li><li>• Making Effective Decisions</li><li>• Delivering at Pace</li><li>• Managing a Quality Service</li><li>• Developing Self and Others</li></ul>

<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in an administrative role delivering to a high standard.</li> <li>• Proven experience of using a range of software applications, including Microsoft Outlook, Excel and Word.</li> <li>• An understanding of equality and diversity issues appropriate to the role.</li> <li>• An understanding of pro social modelling when communicating via telephone with cohort members, to demonstrate the principles of the scheme.</li> <li>• Experience of handling restricted and confidential material.</li> <li>• Excellent communication skills both written and verbal.</li> <li>• Ability to prioritise workload and meet deadlines.</li> <li>• Ability to work both alone and as part of team.</li> <li>• Ability to develop effective working relationships with IOM staff and partner agencies.</li> </ul>
<b>Technical requirements</b>	<ul style="list-style-type: none"> <li>• NVQ Level 2 or equivalent</li> <li>• GCSE Grade A-C in English and Maths (or equivalent)</li> <li>• IT Skills; Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)</li> </ul>
<b>Ability</b>	

<b>Minimum Eligibility</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> All candidates are subject to security and identity checks prior to taking up post.</li> <li><input type="checkbox"/> All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS.</li> <li><input type="checkbox"/> All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> </ul>
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<b>Hours of Work (Unsocial Hours) Allowances</b>	37
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