

# HQ Job Description Template

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| <b>Job Title</b>          | Case Manager                          |
| <b>Directorate</b>        | Office of the Chief Operating Officer |
| <b>Group Profile</b>      | <i>Leave Blank</i>                    |
| <b>Organisation Level</b> | <i>Leave Blank</i>                    |
| <b>Band</b>               | <i>Leave Blank</i>                    |

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| <b>Overview of the job</b> | <p>The Public Protection Casework Section (PPCS) is placed within the Safer Custody and Public Protection Group within the office of the Chief Operating Officer. The posts are based in HQ and currently located in 102 Petty France (but will be moving to Croydon in early 2017) and are not operational.</p> <p>The main function of PPCS is to ensure the oversight of the Generic Parole Process (GPP) for indeterminate sentenced prisoners and to ensure the timely processing of recalls to custody of licensed determinate and indeterminate sentenced prisoners from the community and processing requests for licence variations. It also reviews cases referred by the Prisons and Probation Ombudsman (PPO); reviews appeals against adjudications; and assists with Royal Prerogative of Mercy cases.</p> <p>The job holder will report to a Team Leader and will not have managerial responsibilities for administrative staff.</p>   |
| <b>Summary</b>             | <p>The job holder's responsibilities involve managing a caseload, preparing parole review dossiers, managing recall dossiers and case managing the parole review process. Work involves liaison with prisons, probation, Parole Board, Treasury Solicitors and other stake-holders as well as dealing with prisoners, solicitors and other interested parties. All of the work requires the ability to meet tight deadlines, organise and prioritise casework, offer advice to senior managers and take a range of routine operational decisions. They manage the delivery of casework to targets, monitor performance of and establish good working relationships with other agencies involved in the recall and parole process.</p> <p>There is a considerable amount of correspondence, often complex, from prisons, probation trusts, prisoners and their solicitors. The work involves indeterminate sentenced prisoners and some of the material handled is of a disturbing and sensitive nature. Case-managers require sound judgment, accuracy and an ability to analyse detailed information quickly. They are expected to work with a reasonable degree of autonomy and acquire a reasonable awareness of wider parole and recall issues/constraints/practices.</p> |

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| <b>Responsibilities, Activities &amp; Duties</b> | <p>You will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Responsible for preparing dossiers as required for disclosure to prison, Parole Board and offender.</li> <li>• Responsible for overseeing directions from the Parole Board</li> <li>• Responsible for scrutinising and assisting colleagues with the submission of non-disclosure requests to the Parole Board</li> <li>• Act on release directions from the Parole Board.</li> <li>• Responsible for setting appropriate review dates in knock back/ no recommendation cases.</li> <li>• Responsible for considering and deciding on legitimacy of recall requests from Probation Trusts</li> <li>• Ensure that PPUD/case tracking system is accurately updated; milestones are completed; and documents and minutes are uploaded</li> <li>• Responsible for compiling first draft replies to Ministerial and non-ministerial correspondence including: prisoner correspondence; adjudication reviews; PPO cases; letters before action; and Royal Prerogative of Mercy cases.</li> <li>• </li> </ul> <p>From time to time, you may be required to undertake additional activities which are appropriate to the level of your Group Profile (GP)</p> |
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| <b>Expectations</b> | <i>Leave Blank</i>  |
| <b>Competencies</b> | <p>All of the competencies (apart from Achieving Commercial Outcomes) in the Civil Service Competency Framework are relevant to this group profile. For the purpose of selection the following competencies will be measured:</p> <ul style="list-style-type: none"> <li>• Setting Direction – <b>Making Effective Decisions</b><br/><i>Being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice.</i></li> <li>• Setting Direction – <b>Changing and Improving</b><br/><i>Being open to change, suggesting ideas for improvements to the way things are done, and working in “smarter”, more focused ways</i></li> <li>• Engaging People – <b>Collaborating and Partnering</b><br/><i>Working effectively, sharing information and building supportive, responsive relationships with colleagues and stakeholders.</i></li> <li>• Engaging People – <b>Leading and Communicating</b><br/><i>Communicating with clarity, conviction and enthusiasm</i></li> <li>• Delivering Results – <b>Managing a Quality Service</b><br/><i>Being organised to deliver service objectives and striving to improve the quality of service.</i></li> </ul> |

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| <b>Minimum Eligibility</b>  | <p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> <li>• All members of the Civil Service must fulfil the nationality criteria and be free from immigration control and have indefinite leave to remain in the United Kingdom</li> <li>• All candidates, including applicants applying under the Guaranteed Interview Scheme, must meet the minimum criteria at the sift stage to be eligible for an interview</li> <li>• All candidates are subject to security and identity checks prior to taking up post</li> <li>• 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 NOMS</li> <li>• All staff are required to declare whether they are a member of a group or organisation which the Prison Service consider to be racist</li> </ul> |             |
| <b>Essential Qualifications, accreditation &amp; Registration</b> | <b>Skills &amp;</b>   | <i>None</i> |

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| <b>Hours of Work (Unsocial Hours)</b> | <i>Leave Blank</i> |
| <b>Benefits</b>                       | <i>Leave Blank</i> |
| <b>Allowances</b>                     | <i>Leave Blank</i> |

### Factor Examples

Please provide job-specific examples to support the factors below (please refer to guidance for completion):

| Factor                           | Examples   |
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| Skills & Knowledge               | Postholders will have an understanding of casework management and operation and will be able to use management tools such as MI and effective team management to monitor and improve performance. They will be able to compile detailed and often complex drafts with clarity and accuracy.  |
|                                  | Post holder will have a good working knowledge and understanding of either the GPP or recall process, including casework procedures and operational policies, with an ability to review and develop where required.  |
|                                  | A good understanding of the roles of probation trusts, prisons, the Parole Board and police in respect of parole and recall. They will be able to liaise effectively with these agencies and build effective working relationships.  |
| Accountability & Decision Making | The postholder will take personal responsibility for taking case specific decisions about cases (ie whether to recall, eligibility/suitability for a fixed term recall, the timing of the next review). They will be able to work with minimum oversight and refer problems to team managers when appropriate.   |
|                                  | The post holder will be held to account daily for the decisions they take both by senior management and by challenge from prisoners' solicitors as well as through judicial review. They will need to be able to demonstrate that decisions are evidence based and take account of policy, practice, legislation and case law.   |
|                                  | The postholder is responsible personally for ensuring that they have met internal targets and recorded data accurately. Their performance is monitored centrally and failure in either regard will need to be accounted for.   |
| Problem Solving                  | The post holder is responsible for dealing with a range of issues that can arise in individual cases, such as failures in open conditions, criminal charges being dropped against a recalled offender, or handling a request to apply for information to be withheld from a prisoner. The postholder will be required to be pro-active in identifying potential problems/issues before they occur and to provide sound and timely solutions and for conveying their proposals to all interested parties. |
|                                  | The postholder is required to pay attention to detail, with the ability to interrogate data, consult colleagues in the operational field and arrive at evidence based and defensible decisions. Such decisions will often be subject to intense scrutiny from an offender's solicitors and can prompt letters before action and even judicial review.  |

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|   | Some issues that occur may not have come up before and may not be covered by current procedures/policies. The post holder will need to be aware of who to consult (e.g. legal advisers) for advice.  |
| <b>Resource Management &amp; Financial Impact</b> | The post holder does not have a budget responsibility, but is responsible for the efficient management of a caseload to ensure that delays do not occur and deadlines are met.   |
|   | Where PPCS are found to be responsible for delays/errors through a Judicial Review, this can result in damages/costs being awarded against the SofS, as well as reputational damage.   |
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| <b>Organising &amp; Planning</b>                  | The post holder must be able to organise his/her own work and be able to prioritise their workloads without supervision.<br>They must be adept in operating casework systems to ensure that all business targets are met and backlogs do not occur.  |
|   | The post holder must ensure that they use their To Do lists from PPUD on a daily basis to ensure that they are aware of outstanding work and can meet their deadlines. They must recognise the importance of data entry and understand why data is being recorded and the impact if such recording does not take place.  |
|   | The postholder must understand the role of management information and effective team management in order to underpin the effective and efficient delivery of the business. They must be able to use these tools effectively to ensure that they and their teams operate efficiently.   |
| <b>People Management</b>                          | This post will not have line management responsibilities   |
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| <b>Information Management</b>                     | The postholder must ensure PPUD and section spreadsheets are maintained accurately. All milestones must be actioned and up-dated.  |
|   | Comply with NOMs information assurance policy to ensure maintenance of confidentiality, availability and integrity of sensitive information.   |
|   | Post holders must be able to use data to monitor performance and maximise efficiency.  |
| <b>Influencing &amp; Interaction</b>              | The post holder will be responsible for developing good working relationships with internal & external customers and stakeholders to ensure the smooth operation of the casework processes   |
|   | The post holder must be able to explain problems and issues to senior managers with clarity and accuracy. They must be able to account for decisions and judgments when challenged by solicitors and prisoners. They must ensure decisions are evidence based and lawful.  |
|   | The post holder must be able to influence stakeholders such as probation and prison staff in respect of compliance with Parole Board Directions, in particular regarding requests to withhold information from the Parole Board. They should be able to challenge such requests and where possible persuade the information owners that the information should be disclosed or alternatively be provided in a gist or redacted format. They must be able to explain complex processes and case law to stakeholders with clarity and accuracy. They will be expected to engage solicitors in difficult conversations over the handling of their client's case and be prepared to explain and justify the Department's handling. This can also involve giving solicitors unwelcome information and being able to handle the subsequent challenges. |
| <b>Emotional Demand &amp; Risk</b>                | This is a non-prisoner facing job, but the post holder will be exposed on a daily basis to disturbing casework. It is an essential part of the casework that they the post holder reads the descriptions and in some instances, summarises the details of the index offences (often very graphic including sex offence against children and distressing accounts of murder) and to liaise with prison and probation staff to consider reduction in risk through offending behaviour programmes.  |
|   | Some of the work requires attendance outside of core hours and job holders may have to participate in a rota to cover this work.   |

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