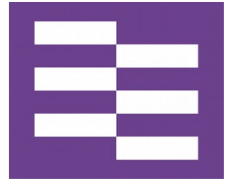




HM Prison &  
Probation Service

Probation  
Service



# Probation Service

## Candidate Information Pack

October 2021

Preventing victims by changing lives



# About the Department



## The Department

**Her Majesty's Prison and Probation Service (HMPPS) is an Executive Agency of the Ministry of Justice. Our role is to commission and provide offender management services in the community and in custody ensuring best value for money from public resources.**

We are responsible for:

- protecting the public
- reducing reoffending
- delivering the punishment and orders of the Courts
- supporting rehabilitation by helping offenders to reform their lives

## Our Vision



Working together to protect the public and help people lead law-abiding and positive lives.

## Our Values



**Purpose** – We implement the sentences and orders of the Courts. We prevent victims by changing lives.

**Humanity** – We believe that lives can change for the better. We work to encourage hope and to provide opportunities for rehabilitation. We treat everyone with decency and respect.

**Openness** – We are fair. We know that clear and just decisions make a difference in our work. We are transparent about what we do and look to learn and innovate to do better.

**Together** – We value diversity. We work across prisons, probation and youth custody and with our partners and providers to make a positive difference to communities.

## Our People Plan Commitments



## Our Responsibilities

We're responsible for:

- preparing pre-sentence reports for courts, to help them select the most appropriate sentence
- managing approved premises for offenders with a residence requirement on their sentence
- assessing offenders in prison to prepare them for release on licence to the community, when they will come under our supervision
- helping all offenders serving sentences in the community to meet the requirements ordered by the courts
- communicating with and prioritising the wellbeing of victims of serious sexual and violent offences, when the offender has received a prison sentence of 12 months or more, or is detained as a mental health patient

# Our Senior Leadership Team



**Dr Jo Farrar**

Chief Executive Officer of  
Her Majesty's Prison and  
Probation Service



**Amy Rees**

Director General of  
Probation and Wales



**Sonia Flynn**

Executive Director  
Chief Probation Officer



**Sarah Chand**

West Midlands Region  
Probation Director



## Diversity , Inclusion and Equality

We want everyone to feel valued, supported and comfortable being their true self at work. We are proud to be a diverse and inclusive employer, supporting social mobility, giving opportunities to people no matter what their background. That's why we have several staff diversity networks that cover race, disability, LGBTQ, gender, religion and carers. You'll be able join any of these networks when you join us and getting involved is easy.

When you join us, you join a friendly and helpful community. We'll give you the support you need to grow in confidence, help you enjoy your time inside and outside the work place ensuring you have a good work-life balance.

We believe that we are a great place to work.

## Our Commitment to Diversity and Inclusion

We welcome and encourage applications from everyone irrespective of background, identity, experience or circumstance, and particularly those underrepresented in our [workforce](#). We strive for a workforce that is representative of our society and pride ourselves as being an employer of choice. It's vital that our justice system is as diverse as the society we serve.

When people come to work for us we want them to feel safe and that they belong, are treated with empathy and respect, and have the support and solidarity of their colleagues and managers, so we can all deliver our services fairly and in response to individual needs. In joining us, you join an organisation which is committed to the values of humanity, openness, together and purpose.

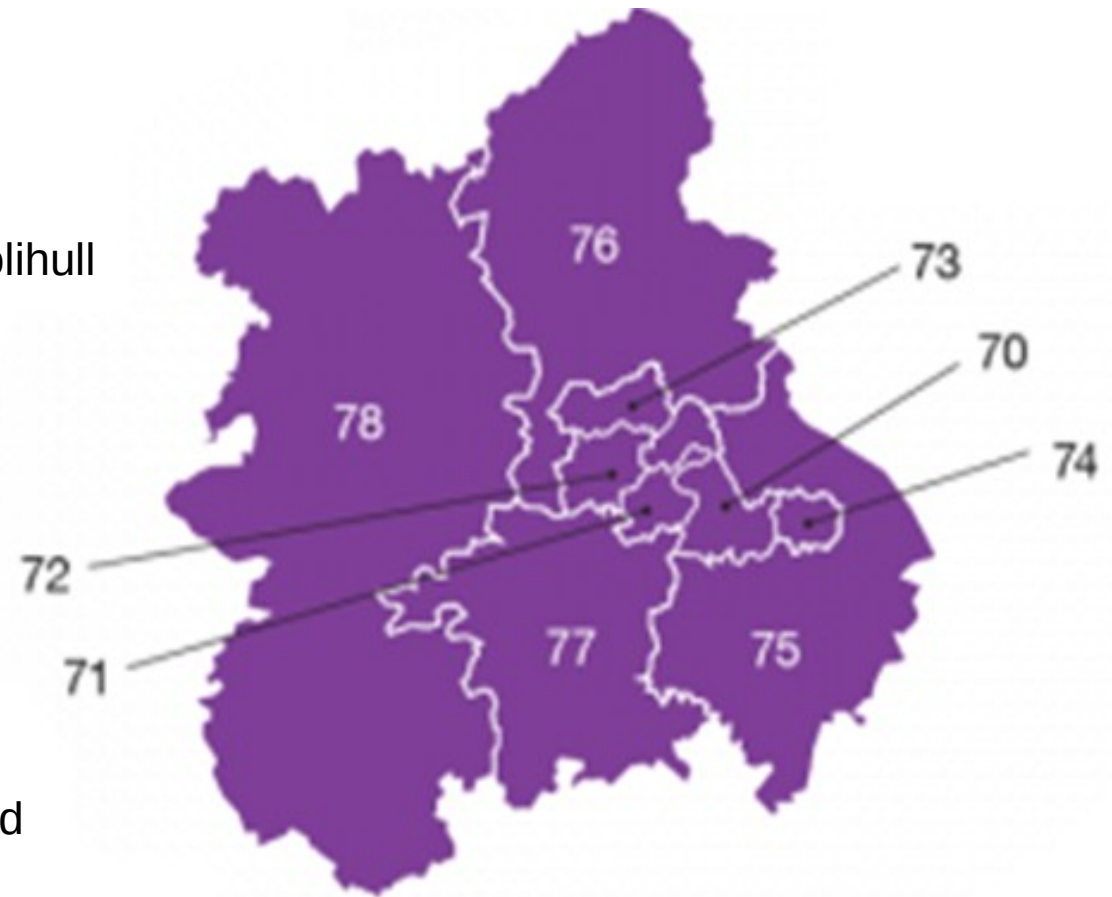
Find out more about how we champion [diversity and inclusion](#) in the workplace.



## West Midlands Region

### Probation Delivery Units

- 70. Birmingham North, East and Solihull
- 71. Birmingham Central and South
- 72. Dudley and Sandwell
- 73. Walsall and Wolverhampton
- 74. Coventry
- 75. Warwickshire
- 76. Staffordshire and Stoke
- 77. Worcestershire
- 78. Hereford, Shropshire and Telford



### West Midlands wide teams

Community Integration, Commissioning and Contracts  
Accredited Programmes & Structured Interventions  
Public Protection  
Training  
Unpaid Work

# The Role



# Probation Services Officer

As a probation services officer (PSO), you will undertake the full range of work with offenders before and after sentence, and in the community. This includes:

- assessment
- sentencing
- managing offenders throughout their conviction
- report-writing.



You will assess and manage the risk posed by offenders to protect victims of crime and support their rehabilitation.

Depending on which role in the PSO job family you undertake you will:

- assess and manage risks to keep the community safe
- provide information to courts and
- work closely with agencies throughout the justice system carrying out risk management and collaborating with them to protect the public
- deliver programmes to support

Most importantly, whatever the role, you'll do everything you can to support offenders. That might mean providing practical advice about housing and employment, or something as simple as listening and understanding.

## Your Working Environments

**As a Probation Services Officer you will be allocated to any one of the following work environments.**

**Once in post, there may be later opportunities to move into different work environments, depending on caseload and business need.**

**The following pages detail the different roles in the PSO Job Family you may be allocated to...**

# Your Working Environments

## **Accredited Programmes Facilitator**

The role of an accredited programmes facilitator is to deliver a range of programmes which are evidence informed and accredited, designed to provide opportunities to change thinking, attitudes and behaviours associated with offending, for those assessed as posing a medium or above risk of recidivism within a group work setting.

The skills required are varied and once trained you will be able to demonstrate effective interpersonal skills particularly the social/cognitive skills that the facilitator wants the group participants to acquire in order for them to live offence free lives. By maintaining an environment which encourages learning, facilitators will use motivational interviewing skills to encourage and promote effective problem solving, perspective taking, well developed values, emotional management whilst maintaining focus on aspects such as individual need and responsiveness to the intervention. You will be supported by a Treatment Manager throughout your programme delivery and will be expected to develop your skills from feedback received about performance which may come from direct observation or video monitoring.

## **Community Payback**

Community Payback aims to provide people on probation with an interesting and stimulating range of work to enable them to recognise and use the many skills that they possess and to develop new ones. At the same time, it is necessary to provide fair but firm treatment for our people on probation. We expect a high standard of supervision and leadership from colleagues to ensure that the scheme develops in a positive way and to ensure that we maintain confidence in sentencers, partner agencies and local communities. A major cornerstone in the operation of the scheme is the interest, skills, enthusiasm, control, discipline, motivation and Pro Social Modelling of Community Payback colleagues

# Your Working Environments

## **Courts**

You'll need to be able to quickly build a rapport with the service user to understand their circumstances as you may only see the individual a few times. Working in a court, you will need to be a confident presenter as you will have to make recommendations in front of the court.

## **Prison**

The Community Integration Team (CIT) PSO will be embedded in the prison establishments identifying immediate needs and pre-release support via the Basic Custody Screen Tool, supporting with referrals to relevant providers including the Commissioned Rehabilitative Providers. The CIT PSO will provide immediate needs and pre-release support for unconvicted people in prison. They will also act as a point of contact for those People in Prison being released outside of the West Midlands region.



# Your Working Environments

## **Probation Office**

As an offender manager in a probation office, you'll be working with an offender over a period of time and will need to be able to build a relationship and make recommendations. You will need to support, as well as have tough conversations with the individual.

## **Short Term Custody Team**

The role and focus of the PSO in the Short Term Sentence team will be to work with people on probation with 10 months or less to serve in prison to ensure services are sustained and provided, relationships are built, and transitions are supported as effectively as possible. Through this work we aim to reduce recall and reoffending rates.

# Your Working Environments

## **Victims**

The Victim Liaison Officer engages with Statutory and discretionary victims of serious violent and sexual offences (Schedule 15) to provide an opportunity to be updated at key stages of progression through sentence.

The Victim Liaison Officer:

- Engages with the Parole Board, Mental Health Tribunals and other decision makers to provide Victim Personal Statements, victim views and requests.
- Contributes to release plans and licence conditions.
- Ensures that victims' interests are presented to MAPPA, Deportation and Risk Management Plans

Victim Liaison Officers work with Prison Offender Managers, Community Offender Managers, Police, Homicide Services, Social Services and many other professionals involved in providing victim services.

# Your Working Patterns

The information offered in this document is supplied in good faith but does not in itself form any part of the contract of employment.

**Appointment Term:** This post is offered as a permanent appointment and is subject to a six month probationary period

**Working Arrangements:** This role is available on a full-time basis; we will also consider some flexible working options

**Working Hours:** 37 hours per week, excluding lunch breaks

For existing civil servants appointed on promotion, basic hours of work will be 37 hours per week, excluding lunch breaks. For existing civil servants appointed on level transfer, your current contractual entitlements in relation to basic hours of work will continue to apply

**There may be a requirement to work some evenings and weekends**

Alternative working patterns may be considered subject to business need

## The Skills You Need

When we receive your application, we look for three main things which will contribute to your eligibility:

- the right to work in the UK
- minimum C-grade GCSEs or equivalent or relevant work experience including sufficient writing skills
- experience working with challenging individuals.

### **We want you, not your qualifications**

The role requires certain skills and experience, but for us, your personal qualities are just as important. To help people change, you'll need to be empathetic, patient and resilient. Perhaps you've already worked with people who have social or personal difficulties. Maybe you have worked or volunteered with non-profit organisations to help change lives. Whatever your experience, you'll have strong writing and communication skills and be confident and competent at producing clear, accurate reports to demanding deadlines. This is something you'll be tested on as part of the recruitment process.

We're also looking for people who are enthusiastic and ready to learn. In your first months, you'll get a lot of training, both formally and on the job. You'll be supported by your team throughout, and you'll be there for them in turn. But you'll go beyond being collaborative: you'll be flexible too, adapting to changes as they arise and working fast to resolve problems.

# The Benefits



## Your Pay and Reward

As part of the Probation Service, you'll be entitled to a range of Civil Service benefits:

- an **annual salary** of £22,924
- **25 days' annual leave**, plus eight public holidays and service days, increasing to 30 days after 5 years' service
- **flexible working** arrangements
- immediate access to an occupational **pension scheme** (Local Government Pension Scheme)
- **Special leave** – Paid or unpaid time off is available to employees to support them through a range of situations
- **Public service leave** – Apply for paid leave to be a reservist or take part in public service activities
- **Volunteer leave** – Up to three days unpaid leave each year
- **Disability leave (paid)** – to take reasonable absences during working hours for rehabilitation, assessment and treatment due to their disability
- **Staff recognition** schemes
- other Civil Service benefits

## Your Benefits and Discounts

- **Benefits portal** – Access to a great range of retail discounts and exclusive offers, plus salary-sacrifice benefits, such as: cycle to work, and payroll giving.
- **Cycle to Work Scheme** – Apply to purchase a tax-free bike through, which also covers safety and security equipment.
- **Civil Service Sports and Social (CSSC) Club** – Discounted shopping, special offers, gym membership, sports events, travel, insurance and leisure days for just £4.25 a month.
- Join other **Civil Service schemes, clubs and offers** including: the Civil Service Motoring Association Club, Civil Service Healthcare, Civil Service Insurance Society and Civil Service Retirement Fellowship.
- **Boundless** – The membership club for Civil Servants, helping over 230,000 Civil Service and public sector employees and their families make the most of their free time and save money in the process.

## Investing in You

When you join us, we'll give you all the necessary training, tools and skills you need to get up to speed with the world of the Probation Service.

### **Supporting you to grow**

We'll make sure you have the training you need to do your job well, with dedicated learning and development to help you engage with offenders in the best, most effective way. As a probation services officer, you'll have many opportunities to develop in your role, to make it the first step in a successful career in Probation.

### **Year one training**

A comprehensive induction, including the Gateway to Practice training course.

Level 3 Vocational Qualification in Probation Practice.

Mapped out learning and development.

Supervised and assessed practice.



## Your Career Development Opportunities

- An **induction programme** for new employees
- **Study** for a relevant Level 4 Qualification
- **Study** for a Level 5 Qualification to get on the path to becoming a probation officer.
- Certificate in Probation Practice
- Secondments across the Ministry of Justice
- Civil Service Fast Stream
- **Career development discussions** with line managers, making use of our resources to plan development journey and career
- Access development activities as part of the **Management Development Scheme**, improving line management skills
- Continuous professional development training
- Access to **Civil Service Learning**

## Your Wellbeing

- **Subsidised flu-jabs** – Reimbursed vaccinations up to £14
- **Free eye-care vouchers** – £15 towards eye test, and £45 towards corrective lenses (if needed for VDU use)
- **Occupational health** – Medical advice to recommend support with a disability or illness
- **Employee assistance programme** – 24/7 access to confidential information and guidance service, including counselling support and legal advice
- **Mental Health First Aiders** – A first point of contact for mental health issues or emotional distress
- **The Charity for Civil Servants** – Financial support and advice for times of hardship
- **Reflective Sessions** – Individual or group sessions facilitated by counsellors or therapists. Helps to build resilience and reduce the possibility of experiencing adverse effects from working on complex cases or programmes with offenders.

## Your Family Friendly Benefits

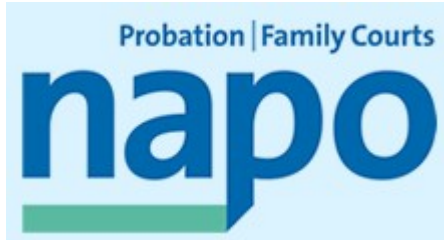
- Maternity, adoption or shared parental leave of up to 26 weeks full pay followed by 13 weeks of statutory pay and a further 13 weeks unpaid.
- Statutory paternity/maternity support leave of 2 weeks at full pay.
- Shared parental leave where a mother or primary adopter can choose to end their Maternity or Adoption leave early (after the mandatory 2 weeks) and share any untaken leave (up to 50 weeks) and pay with their partner, providing that both parents are eligible.
- Time off for IVF appointments.
- Unpaid parental leave of 18 weeks' for each child up until their 18th birthday (restricted to 4 weeks per child per year).

## Modern Communications

- **Director dial-in sessions** – Online webinars where staff can ask questions and get an update.
- **Webinars** – Interactive online sessions to share knowledge and find out more about the work of teams across the organisation.
- **Modern and user-friendly technology** enables staff to work in a variety of locations and to stay in contact with colleagues.
- **HMPPS Intranet** – Keep up to date with the latest news and leadership messages.
- **EQuIP System** – Access all process maps.
- **My Hub** – Access HR policies, procedures and guidance, and information about learning & development and health & safety.

## Trade Unions

Staff have the choice of four recognised trade unions who we work in partnership with on matters affecting employees:



NAPO



Unison



GMB/SCOOP (for Senior and Chief Officers of Probation)

# Diversity and Fair Treatment

Join one of our **staff networks** –

- ❖ RISE (Racial Inclusion and Striving for Equality)
- ❖ DAWN (Disability Advocacy and Wellbeing Network)
- ❖ PiPP (Pride in Prison and Probation)
- ❖ Able network
- ❖ Carers Network
- ❖ Christians in Ministry of Justice
- ❖ Frontline Staff Network
- ❖ Gender Equality Network
- ❖ Humanists in Ministry of Justice
- ❖ Job-Share Network
- ❖ EU Nationals Network
- ❖ Muslim Network
- ❖ Parents Network
- ❖ PROUD (People from Diverse Racial Origins Uniting the Department)
- ❖ Safe Space Forum
- ❖ Spirit
- ❖ Supporting the Workplace in Menopause
- ❖ The Civil Service Jewish Network

## Diversity and Fair Treatment

- Access to Civil Service **diversity talent programmes**.
- **Help for disabled employees** – Assistive technology is available as required.
- The **workplace adjustments passport** allows managers and staff to document workplace adjustments, having the information readily available should the employee or their manager leave.
- The **carers passport** allows managers and staff to document any agreements made to support carers in the workplace.