

JOB DESCRIPTION

JOB TITLE: Community Service Officer

LOCATION: Ministry of Health, Care and Justice – Probation Services

REPORTS TO: Head of Department

JOB PROFILE:

To provide for the day to day operation of the Community Service Order Scheme and, in particular, to conduct offenders through their Community Service Orders, and to set up and maintain work projects in accordance with Health and Safety requirements, Government accounting procedures, Accounting Instructions, General Orders and other Government Regulations.

Post-holders are required to respect the confidentiality of information acquired during the course of exercising the duties and responsibilities of this post.

Duties appropriate to the grade of Community Service Officer are those which call for the ability to manage the execution of work, within the defined guidelines hereunder, with or without supporting staff, either without close direction or control from senior management or in situations where direction and control are not available or appropriate.

MAIN DUTIES:

- To ensure the efficient performance in the following fields;
 - Workflow.
 - Discipline.
 - Desk training.
 - Annual reporting and statistics.
 - Minor welfare problems.
 - Managing a team or small office.
 - Allocating work to junior staff.
 - Drafting records/minutes of meetings.
 - Liaising with external suppliers of goods and services.

- Giving advice to members of the public and/or representatives of organisations.
- Assisting in the training of junior staff.
- Visiting organisations and members of the public to check that they are operating within the law.
- Investigating and initiating action against those that break the law.
- Giving presentations, carrying out research and keeping records.
- Dealing with cases specifically delegated to the grade by regulation, i.e. not to be further delegated.
- Dealing with cases in which some discretion is necessary in the interpretation of policies and procedures or where doubt exists in the application of precedent or regulation but where decisions on individual circumstances will not affect basic policy.
- The considerative or interpretative analysis, summary and evaluation of the work of material; implementing courses of action or preparing recommendations for consideration at higher level.
- Attend meetings and training sessions as directed by the Head of Department.
- Attend regularly at Court in order to collect Community Service Orders imposed on offenders
- Meet with offenders subject to Community Service Orders in order to serve them with the Orders and explain the Scheme in detail.
- Find, negotiate and/or set up suitable and sufficient work projects and placements.
- Allocate offenders to work placements and projects and provide and ensure adequate overall supervision.
- If normal working arrangements break down, to ensure, as far as possible, that all offenders on the scheme are enabled to work as instructed.
- Monitor, review and ensure that work done is completed to a satisfactory standard.
- Maintain accurate and up to date records of all contact with, or concerning, the offender, including offender placements, hours of attendance and performance.
- Deal with first and second instances of failure to attend, and/or unsatisfactory performance, or behaviour, in accordance with departmental procedures and standards.

- Prepare cases for breach and revocation, provide written reports where necessary and attend Court to give oral evidence under oath.
- Ensure compliance with practice guidelines issued by the department and Health and Safety regulation.
- Complete statistical returns and provide statistical information as required.
- Carry out other duties, appropriate to the grade, as required by the Head of Department.

The post-holder will receive supervision as required by the Head of Department, to enable accountability, support, development and communication to take place and in order to facilitate regular appraisal.

Some out of hours evening and weekend working will be required of the post holder.

This job description will be reviewed regularly in the light of changing service requirements and any significant changes to the job description will be discussed with the relevant unions and the Head of Department.

PERSON SPECIFICATION – COMMUNITY SERVICE OFFICER

Criteria	Essential	Desirable
Qualification:	<p>Five GCSE (or GCE 'O' Level) passes at A, B or C grade, or CSE grade 1, two of which must be in English Language and Mathematics or;</p> <p>A full GNVQ (Intermediate), BTEC (Intermediate) or (First Diploma) together with two GCSE (or GCE 'O' Level) passes at A, B, or C, or CSE grade 1 in English Language and Mathematics or;</p> <p>Two GCSE (or GCE 'O' Level) passes at A, B or C, or CSE grade 1, two of which must be in English Language and Mathematics, and have completed 18 months' service as an Administrative or Secretarial grade.</p>	
Knowledge:	<p>Knowledge of Government accounting procedures/Accounting Instructions/General Orders and other Government Regulations.</p>	<p>Knowledge and experience in Community Service Orders and/or a related criminal justice environment.</p>
Key Skills and Behaviours:	<p>Ability to work effectively under pressure and meet set deadlines.</p> <p>Have excellent numerical skills.</p> <p>Have good communication skills, both verbal and written.</p> <p>Have good interpersonal skills.</p> <p>Leadership qualities, which encompass the ability to manage staff.</p> <p>Able to plan and organise work on own initiative, and as part of a team, sometimes without close direction or control from senior management, often across departmental/ agency boundaries.</p> <p>Able to supervise and motivate others including offenders, and delegate work appropriately and effectively.</p>	<p>Able to communicate in Spanish.</p> <p>Able to instruct offenders to follow necessary procedures.</p>

	<p>Able to research, collate, and present information including statistics. Able to demonstrate an understanding of Health & Safety.</p> <p>Able to use available resources for the welfare of the section.</p> <p>Able to be self - reliant and have a proactive esteem.</p> <p>Able to take sound decisions/have sound judgement and follow clearly defined work procedures.</p> <p>Willingness to take on responsibility and be discreet when dealing with confidential information.</p> <p>Have critical analysis and clear logical thought of action.</p> <p>Possess a clean current driving licence.</p> <p>Possess sound practical skills in one or more of the following; gardening, basic construction, carpentry, masonry, painting and decorating.</p> <p>Work methodically, accurately and with attention to detail.</p> <p>Computer literacy in dealing with standard MS Word and data processing, spreadsheet and communication packages</p>	
<p>Other requirements:</p>	<p>Willingness to attend training courses to facilitate personal development and greater effectiveness in the post.</p> <p>Available to work on occasions, as required, after normal working hours, including evenings and weekends.</p>	