



## HM Government of Gibraltar

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### Community Service Officer Job & Person Specification

<b>Grade:</b>	Community Service Officer
<b>Department:</b>	Ministry of Justice
<b>Responsible to:</b>	Ministry of Justice

#### Conditions, Duties and Responsibilities:

To provide for the day-to-day operation of the Community Service Order Scheme and, in particular, to conduct offenders through their Unpaid Work Requirement and to set up and maintain work projects in accordance with Health and Safety requirements, and The Criminal Procedure and Evidence Act.

The successful individual would be required to work closely with the Probation Team and would be answerable to the Head of Probation.

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:

- Meet with offenders subject to Unpaid Work Requirements in order to explain the conditions of the Order and consider appropriate placement after conducting a risk assessment.
- Work alongside, coach, supervise and motivate a group of offenders on community service work
- Find, negotiate and/or set up suitable and sufficient work projects and placements.
- Maintenance of accurate records/timesheets

- Ensure individuals subject to Community Service are informed, instructed and where necessary, trained to use tools and equipment to achieve quality outcome for beneficiary with due regard to Health and Safety requirements.
- Maintenance of effective discipline and control over community service workers whilst promoting a positive attitude towards them at all times.
- Holding and/or issuing cash/tools/equipment/materials to individuals' subject to Community Service within guidelines and using and maintaining tools, supplies and health and safety equipment for job. Ensure supply and maintenance of materials and equipment.
- Liaise with placement providers re tools, tasks, site access.
- Allocate offenders to work placements and projects and provide and ensure adequate overall supervision.
- Effective co-operation and liaison with the public/project hosts. etc.
- Undertake comprehensive inductions of clients on Community Service as required, including Health and Safety induction.
- Development of good working practices and training leading to an appropriate level of competence and standard of work by offenders.
- 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 warning process in instances of failure to attend, placement and/or unsatisfactory performance, or behaviour, in accordance with the Criminal Procedure and Evidence Act.
- Prepare cases for breach and revocation, provide written reports where necessary and attend Court to give oral evidence under oath.
- Ensuring adherence to work site guidelines and implement working regulations for community service workers.
- Maintenance of safe and productive working conditions on site in compliance with Health and Safety requirements; organisational policies and procedures, and attendant risk assessments
- Visit sites/community placements as required to carry out Health and Safety checks /assessments and to oversee the quality and nature of work.
- Transporting of individuals subject to Community Services and equipment to work sites.
- Maintain standards for security and confidentiality of information in accordance with organisational policies and procedures.
- Promote equality, diversity and Human Rights in working practices
- Maintenance of accurate records, (including electronic records as necessary) e.g. timesheets, expense claims, and similar administrative records.
- Contribute to assessment of offender risk and supervision planning processes by ensuring relevant information on offenders actions/behaviours is passed on to the Head of Probation.

- Ensure compliance with the Criminal Procedure and Evidence Act and Health and Safety regulation.
- Complete statistical returns and provide statistical information as required.
- Partake in supervision with Area Managers and other organised meetings/fora as required
- Record and report all accidents, damage, theft or loss.
- Positive liaison with site hosts and maintenance of harmonious relationships.
- Represent the Probation Service to the public in a positive light, ensuring customer satisfaction.
- Work in accordance with Probation Service policy and procedures in all elements of work.
- Maintaining and updating professional knowledge by identification of own training and development needs, updating practice and attending relevant training courses, as agreed with line manager.
- Any other duties commensurate with the grade and as required by the nature of the role.
- Use pro-social modelling and cognitive skills techniques to reinforce motivation and learning.
- Minor welfare problems.
- Drafting records/minutes of meetings.
- Liaising with external suppliers of goods and services.
- Prepare reports for court hearings.
- Ability to manage challenging situations in working with offenders
- Carry out other duties, appropriate to the grade, as required by the Head of Probation Service.
- Responsible for the probation vehicle and conduct vehicle checks and ensure the vehicle is fuelled serviced and repaired as required.

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

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
<b>Qualifications &amp; Experience:</b>	<p>Five GCSE (or GCE 'O' Level) passes at grades 9 to 4; A, B or C grade; or five 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 grades 9 to 4, at A, B, or C, or CSE grade 1 in English Language and Mathematics.</p>	
<b>Driving Licence:</b>	A valid driving licence, which covers towing a trailer, OR agree to attain the necessary category to enable this within the probationary period.	
<b>Knowledge:</b>		Knowledge and experience in Community Service Scheme and/or a related criminal justice environment.
<b>Key Skills and Behaviours:</b>	<p>The competence to supervise those carrying out tasks to a high standard in at least two of the following:</p> <ul style="list-style-type: none"> <li>o Gardening</li> <li>o Painting and decorating</li> <li>o Grounds maintenance</li> <li>o Building and carpentry</li> </ul> <p>Awareness of good practice in relation to Health and Safety (Training will be given)</p> <p>Experience of working with people in challenging team environments to motivate them and ensure positive working relationships.</p> <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, at all levels.</p> <p>Have good interpersonal skills.</p> <p>Have good administrative skills, including the ability to carry out effective record keeping.</p> <p>Leadership qualities, which encompass the ability to supervise offenders.</p>	<p>Able to communicate verbally in Spanish.</p> <p>Able to instruct offenders to follow necessary procedures.</p>

<b>Key Skills and Behaviours (continued):</b>	<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 research, collate, and present information including statistics.</p> <p>Able to demonstrate an understanding of the Criminal Procedure and Evidence Act and Health &amp; 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 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>	
<b>Other requirements:</b>	<p>Willingness to attend training courses to facilitate personal development and greater effectiveness in the post.</p> <p>Willingness to work flexible hours including after evenings and weekends.</p> <p>Work with people who have been sentenced to community orders.</p> <p>Set up community order placements.</p> <p>Supervise placements.</p>	

