



HM Prison & Probation Service

HQ Job Description (JD)

Band 5

Directorate: Community Interventions

Job Description – Senior Casework Manager

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JD Evidence	

Job Description

Job Title	Senior Casework Manager
Directorate	Community Interventions
Band	5

Overview of the job	The Public Protection Casework Section (PPCS) is placed within the Public Protection Group of the Community Interventions Directorate. The posts are based in HQ at Southern House, Croydon and are not operational. 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. The job holder will report to a Team Leader and all post holders will have managerial responsibilities for a team of administrative staff.
Summary	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, Government Legal Department 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. There is a considerable amount of correspondence, often complex, from prisons, probation services, 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. They will be responsible for a team of administrative staff, overseeing their work and undertaking line management duties. They will also be expected to provide support and cover for Team Managers when required.
Responsibilities, Activities and Duties	The job holder will be required to carry out the following responsibilities, activities and duties: • Responsible for preparing dossiers as required for disclosure to prison, Parole Board and offender. • Responsible for overseeing directions from the Parole Board. • Responsible for scrutinising and assisting colleagues with the submission of non-disclosure requests to the Parole Board. • Act on release directions from the Parole Board. • Responsible for setting appropriate review dates in knock back/no recommendation cases. • Responsible for considering and deciding on legitimacy of recall requests from Probation Services. • Ensure that PPUD/case tracking system is accurately updated; milestones are completed; and documents and minutes are uploaded.

	- 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. - Manage a team of administrative staff where required, including line management and supervisory responsibilities. 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 alterations 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.
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Behaviours	- Developing Self and Others - Making Effective Decisions - Communicating and Influencing - Managing a Quality Service - Seeing the Big Picture - Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	None
Technical Requirements	None
Ability	None

Minimum Eligibility	- All candidates are subject to security and identity checks prior to taking up post. - 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. - All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Developing Self and Others				
Making Effective Decisions				
Communicating and Influencing				
Managing a Quality Service				
Seeing the Big Picture				
Delivering at Pace				