



HM Prison & Probation Service

HQ Job Description (JD)

Band 7

Directorate: Community Interventions

Job Description – Post Release Casework Senior Team Manager – Review PPCS

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Job Description

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| Job Title | Post Release Casework Senior Team Manager – Review PPCS |
| Directorate | Community Interventions |
| Band | 7 |

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| Overview of the job | <p>The Public Protection Casework Section (PPCS) is placed within the Public Protection Group within the Community Interventions Directorate. The post of Review Senior Team Manager, Post Release Casework within PPCS, is based in HQ and is located in Southern House, East Croydon. It is not classified as operational, although PPCS delivers frontline public protection casework, which would otherwise fall to prison and probation officers. There are approximately 8,000 recalled prisoners in custody at any point in time and PPCS recalls approximately 23,000 prisoners a year. The Review team is responsible for case-managing the review of recalled prisoners, liaising with prison and probation, handling Parole Board oral hearings, managing the statutory annual review process and deciding when and whether to exercise the Secretary of State's power to re-release recalled prisoners, on the basis of proposed risk management plans being sufficient to ensure the safe management of the offender in the community.</p> <p>The Senior Team Manager will manage a casework team with specific responsibility for overseeing the case management of the review of recalled offenders and exercising the Secretary of State's statutory release power by deciding whether it is safe to re-release high risk of harm recalled determinate sentence prisoners, most of whom have a history of sexual and violent offending. They consider release reports, taking account of professional risk assessments and release plans provided by Community and HQ based probation staff. They will make the final decision to whether to release without reference to senior managers; such decisions are open to scrutiny and have a direct impact on the safety of the public. Poor decisions can also lead to reputational damage. They will also provide an essential interface with senior managers within the National Probation Service (NPS), Community Rehabilitation Companies (CRCs) and senior managers within the Prison Service and Parole Board and will be responsible for working with these bodies to deliver system wide improvements to performance in respect of the review and re-release of recalled offenders. They will also be responsible for the day to day management of a team of Band 4 staff and ensuring that the team undertakes its review role efficiently and effectively.</p> <p>Senior Team Managers are expected to have or quickly to acquire a sound understanding of risk assessment and risk management as well as probation practices so that they are able to make informed risk assessments before taking release decisions in individual cases.</p> <p>The Senior Team Managers are line managed by the Deputy Head of Casework (Band 8). Their responsibilities are:</p> <ul style="list-style-type: none"> • Overseeing the on-going review of detention of 14,000 recalled offenders a year, who have been assessed by the Parole Board as presenting an unacceptable risk for re-release. • Ensuring that there are effective and efficient casework processes in place to deliver timely and high quality casework decisions. • Deciding whether to re-release on behalf of the Secretary of State determinate sentence recalled prisoners, basing the decision on a sound understanding of risk assessment and risk management and taking into account professional risk assessments and risk management plans. |
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| | <ul style="list-style-type: none"> • Close liaison with Parole Board casework managers to ensure that cases are successfully identified and diverted away from being released through oral hearing and instead considered under the SofS release powers. • Acting as the lead contact for specific NPS divisions and CRCs and liaising with managers in those divisions and CRCs to develop and enhance operational practice in respect of the review and re-release of recalled prisoners. • Handling complex casework, judicial reviews, applications for non-disclosure and compensation claims as directed. • Handling Ministerial & TO Correspondence and FOI & Data Protection Enquiries as directed. • Representing PPCS and giving presentations to meetings of internal and external stakeholders as directed. • A member of the PPCS Senior Management Team (Band 7 and above). • Substitutes/deputises for Deputy Head of Casework when they are absent, taking decisions and attending meetings as appropriate. <p>Team Managers report to a Deputy Head of Casework (Band 8).</p> |
| Summary | <p>The job holder will be responsible for directly managing a team of 10 case managers (Band 4) whose main responsibilities are the review of recalled offender's ongoing detention, liaising with probation service colleagues and identifying offenders whose cases may be assessed as suitable for re-release either by referral to the Parole Board or by use of the Secretary of State's executive re-release power. The case manager is responsible for drafting release proposals for final consideration by the Senior Team Manager. The job holder will report to the Deputy Head of Post Release (Review). They will be responsible for the day to day operation of their team and will be the decision maker in respect of whether to exercise the Secretary of State's statutory release power in respect of determinate sentence recalled prisoners.</p> <p>Their responsibilities include: overseeing and managing on a day to day basis an efficient and timely review process for 14,000 determinate sentence recalled prisoners. The post holder must ensure that these cases receive ongoing reviews, as appropriate, and that there are effective systems in place to ensure that prisoners who are safe to be re-released are being identified and swiftly case managed to the point of release. They will also be responsible for quality assuring the work of the case managers and ensuring that training and support is provided so that their release proposals are of a consistently high quality. They are also responsible for ensuring that all casework is completed on time and against performance targets.</p> <p>The post holder is responsible for taking decisions whether to authorise the re-release of recalled prisoners, without reference to senior managers or ministers, but with the assistance of seconded probation staff by taking account of professional risk assessments and release plans provided by community and HQ based probation staff. They make the final decision to release, without reference to senior managers; such decisions are open to scrutiny and have a direct impact on the safety of the public. Poor decisions can also lead to reputational damage to the Department. They are expected quickly to develop a sound understanding of risk assessment and risk management.</p> <p>The post holder will be the point of contact for managers in specified divisions of the NPS and specified CRCs. They will attend regular virtual meetings with NPS and CRC managers to discuss, develop and enhance practice and performance in respect of the review and re-release of determinate recalled prisoners. They will feed back through senior PPCS managers to the NPS Probation in Prisons group.</p> <p>The post holder will work collaboratively with Parole Board case managers to ensure that joint review and release processes are working effectively and that cases are being diverted from release through oral hearing to release using the SofS statutory power.</p> |

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| | <p>The post holder will also have responsibility for handling of applications to the Parole Board to withhold sensitive information from the prisoner. The post holder is required to identify complex/high profile cases and provide advice to senior managers, including the SCS Head of Group, and first draft responses to letters before action etc. They will be required to take a range of routine operational decisions and ensure that their case managers are being supported and developed and that SPDR/performance/attendance procedures are being applied in accordance with HMPPS instructions.</p> <p>They will support the Deputy Head of Casework with the analysis of performance management information, identifying defects and devising solutions.</p> |
| Responsibilities, Activities and Duties | <p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Managing 10 staff, including line management and supervisory responsibilities, holding regular bilaterals, cascading information to team members and convening weekly team meetings. This work also involves monitoring sick absence and performance. • Deciding whether recalled prisoners can be safely re-released back into the community, on the basis of up to date risk assessments and risk management plans, by taking account of professional risk assessments and release plans provided by community and HQ based probation staff. They make the final decision to release without reference to senior managers; such decisions are open to scrutiny and have a direct impact on the safety of the public. Poor decisions can also lead to reputational damage to the Department. • Developing, maintaining and applying the disciplines of risk assessment and risk management, and the tools used for each, so that their decisions are properly informed ones and do not place the public at unnecessary risk of harm. • Ensuring that 14,000 recalled prisoners have their ongoing detention reviewed at reasonable and appropriate intervals and that prison, NPS & CRC staff are actively engaged in these reviews. • Quality assuring the work of the team and ensuring that it is completed with target. • Ensuring that cases are being diverted from resource-intensive oral hearings wherever possible and instead being considered for re-release through the SofS statutory powers. • Developing excellent working relationships with managers in the NPS, Parole Board, prisons and CRCs and ensuring regular contact with specific leads so that the overall performance of the recall review and re-release process is efficient and effective. • Contributing to the development of review operational practice in both prisons, NPS and CRCs, including delivering training to front line staff. • Handling applications to the Board for the non-disclosure of sensitive information, • Ensuring that appropriate PPCS staff represent CRCs at Parole Board oral hearings, and in doing so, ensuring that there are effective lines of communication between PPCS/NPS/CRC staff to enable effective preparation of cases. • Approval of expenses and overtime claims. • Escalating serious/significant review casework issues within prisons, probation and the Parole Board which undermine the overall performance of the review process. These might include NPS/CRCs failing to send OM witnesses to Parole Board oral hearings, or persistent failure to submit reports for recall dossiers on time, thus affecting the timely re-release of recalled prisoners. • Compiling and analysing weekly management information for the Deputy Head of Casework to ensure that all work is being delivered on target and is being recorded on the database correctly. • Investigating causes of failures to meet targets within their teams and proposing solutions, as well as keeping processes under review and identifying efficiencies and improvements. |

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| | <ul style="list-style-type: none"> • Approving recalls for life sentenced prisoners and challenging managers in NPS in cases where statutory tests for recall have not been met. • As directed identify complex/high profile cases and provide advice to senior managers and first draft responses to letters before action etc. • Assist Head/Deputy Head of Casework with the handling of Judicial Reviews raised by ISPs and determinate sentenced prisoners, in consultation with Legal Directorate and Government Legal Department. • Ensure that PPCS database is accurately updated by team members; milestones are completed; and documents and minutes are uploaded and that Quality Assurance systems are applied. • Contribute to the work that colleagues are undertaking to digitalise the recall and review process. • Undertake additional activities including sitting on recruitment panels, attending and advising capability hearings and providing first draft ministerial submissions. • Play an active role in the work of the PPCS Senior Management Team. <p>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.</p> |
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| Behaviours | <ul style="list-style-type: none"> • Making Effective Decisions • Leadership • Communicating and Influencing • Delivering at Pace • Changing and Improving • Managing a Quality Service |
| Strengths | It is advised strengths are chosen locally, recommended 4-8. |
| Experience | None |
| Technical Requirements | None |
| Ability | None |

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| Minimum Eligibility | <ul style="list-style-type: none"> • 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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| Making Effective Decisions | | | | |
| Leadership | | | | |
| Communicating and Influencing | | | | |
| Delivering at Pace | | | | |
| Changing and Improving | | | | |
| Managing a Quality Service | | | | |