

LINCOLNSHIRE ACTION TRUST

Post: Senior Practitioner (Criminal Justice Liaison and Diversion)
Responsible For: CJL&D Practitioners
Responsible To: Identified Manager
Location: Lincolnshire (base to be determined)

JOB PURPOSE

- To oversee operational delivery of the Liaison and Diversion Service across Lincolnshire
- To motivate and manage team of delivery staff working across the geographical area, ensuring KPI's are met
- To support people who are vulnerable, and to improve their access to healthcare and support services

KEY TASKS

Leadership and People Management

- Oversee and ensure effective management of the CJL&D service;
- To act as day-to-day point of reference for colleagues, including partner agency staff, Lincolnshire Police, new and trainee staff, volunteers;
- To line manage identified members of staff, including undertaking regular supervisions, appraisals, case reviews and quality assurance activities, in a timely manner;
- To assist with the implementation of new initiatives and working practices across the team;
- To ensure suitable staffing levels are in place to meet demand;
- To carry out regular service audits and develop action plans to ensure any issues are escalated and addressed, and that good practice is shared to ensure continuous improvement;
- To attend / chair required meetings and forums, deputising for senior managers as required;

Service Management

- To promote the provision to relevant personnel within Lincolnshire Police to ensure appropriate referrals and identification of eligible individuals;
- To establish and nurture links with a wide range of support organisations and advocate on behalf of individual clients;
- To undertake impact assessments regularly to ensure emerging / changing needs continue to be incorporated;
- To work with the highest regard to health, safety and security in the workplace, undertaking risk assessments and escalating any potential or actual risks;
- To effectively refer to other agencies, organisations and departments as needed, and monitor progression through such referrals, including safeguarding reporting;
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
- Promote and ensure team compliance with all relevant legal, regulatory, and ethical responsibilities.
- To ensure Matrix quality standards are adhered to;

- To manage a client caseload, assessing the needs of individuals referred, agreeing SMART actions and delivering interventions to meet identified needs;

Administration

- Ensure case management information is maintained in a timely manner to expected standards and audit the same;
- Collect, collate and present relevant contract data, to meet commissioner / prime contract requirements;

Other

- To undertake any other duties which may reasonably be expected of this post;

PERSON SPECIFICATION

Knowledge Skills and Experience

Demonstrable experience in the management of teams, performance and development.	E	A/I
Genuine interest in motivating and developing people	E	A/I
Experience in key relationship management both internally and externally	E	A
Knowledge and experience of implementing formal procedures and policies	E	A/I
Experience of supporting vulnerable people	E	A/I/T
Project and time management skills	E	A/I
Proficient IT skills	E	A
Experience of contract management, recruitment experience, and/or data management	D	A
Experience of working within the criminal justice sector	D	A

Personal Attributes

Organisational Skills	E	I
Self Motivated and able to motivate others	E	I
Competent oral and written skills when dealing with people at all levels	E	I
Solution focused approach	E	I
Able to develop and maintain positive relationships	E	A/I
Consistent recording and reporting skills	E	A/I
Able to work independently and as part of a team	E	A/I
Willingness to update own skills and knowledge through training and development opportunities	E	A
Flexibility of being employed by one organisation but working within a second.	E	A/I

Qualifications

A qualification in Management at Level 5 or demonstrable experience in a comparable role	E	A/I
Driving Licence and access to vehicle / ability to travel throughout area	E	A

Criteria Requirement:

E – Essential Criteria
D – Desirable Criteria

Criteria Measure

A – Application
I – Interview
T – Test