

Job Description – Team Leader Justice

Located in	Reporting to	Hours	Job Family & Area
HMP Bristol	Justice Strategic Partner Manager	Full time 37.5 Hours per week	Justice

Job Purpose

We are seeking a Team Leader to support the Justice Strategic Partner Manager to achieve high performance levels, achieve expected Customer Service Standards/compliance in line with contractual requirements, overseeing the day-to-day performance and supporting in the smooth running of IAG delivery.

Please note, suitable applications will be shared with HMP Bristol. This job is also subject to prison clearance which can take up to 3 months.

Key Responsibilities

Team Leader responsibilities will encompass various aspects, including leading, developing, and retaining a high-quality team of IAG Coaches. You will be instrumental in driving the success of the service. Your role will involve developing and retaining a high-performing team, exceeding performance targets, addressing underperformance, achieving operational targets, and facilitating regular performance reporting. Through your leadership and guidance, you will foster a culture of excellence and contribute to the overall success and growth of the service.

To lead the team to proactively manage the rehabilitation of service users in Custody and through the gate to support the overall objective to reduce reoffending and risk of harm on release, with a positioned focus of getting offenders in to work.

To lead and support the team to review the Prisoner Learning Plans (PLPs) for all prisoners arriving at the Establishment.

To ensure that the team are completing progress reviews of the PLPs in line with prisoner sentence plans.

To liaise with community-based partners to co-design sustainable rehabilitation networks. To demonstrate a personalised approach with a focus on enablers and strengths of the individual.

To ensure the team are supporting prisoners within 12 weeks of release with one-to-one job search and completing application forms.

To lead the team to support prisoners within 12 weeks of release with applying for through the gate apprenticeship opportunities and Further Education courses.

Work in collaboration with the DWP Prison Work Coach and the Education provider to deliver a weekly Job Club which covers CV preparation, job search, interview techniques and disclosure of offences, using the Virtual Campus.

Provide sector specific Employer Engagement events targeted at individuals who are job ready.

Deliver sessions to prisoners which cover either mock interview techniques or motivational work to get them job ready.

Work effectively with all resettlement partners, as well as other departments within the establishment.

Provide input into employability sessions on courses.

Ensure all pertinent information gathered by the prisoners over their sentence is electronically moved to their Virtual Campus account with a transition to services in the community for continued support through the gate.

For those unable to gain employment immediately on release, transfer them to service providers in the community (e.g. National Careers Service) to ensure continuity of service on release in supporting their progression into learning and employment.

Prison security/CTC clearance /willing to undertake Prison clearance.

Level 3/4 IAG Qualified or equivalent, or willing to work towards.

Key Performance Indicators

90% of Prisoners achieving DPLP Targets (Digital Personal Learning Plan)

90% of eligible prisoners having a DPLP opened

90% of Prisoners having DPLP reviewed, including prior to release

80% Prisoner feedback satisfaction

80% of Prisoners having a warm handover to community partners on release

Achieve a Grade 2 observation score twice per year

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the polices, follow safe working practices and complete any mandatory training.

General

- Be aware of and follow all Acorn Training policies
- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing
- Take part in any required training needed to fulfil your role.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training		<ul style="list-style-type: none"> • Level 4 IAG /working towards /prepared to work towards • Leadership experience
Experience	<ul style="list-style-type: none"> • Experience of working with adults/young people with multiple and complex barriers 	<ul style="list-style-type: none"> • Experience of working within the justice environment • Experience of working with long term unemployed/multiple/complex barriers to get into work • Experience of producing high quality/stretching learning plans (or equivalent)
Knowledge	<ul style="list-style-type: none"> • Basic understanding of the barriers which prison leavers can face a long their resettlement journey 	<ul style="list-style-type: none"> • Advanced understanding of the barriers which prison leavers can face a long their resettlement journey
Skills	<ul style="list-style-type: none"> • Leadership • Strong Communication - verbal and written • Adaptable and Resilient • Solution focused 	<ul style="list-style-type: none"> • Experience with MS Office, particularly Excel • Caseload management • Customer service • Contract management

Last Reviewed: March 2024