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| **Job Description** |
| **Post title** | Prison Liaison Officer |
| **JE Reference No** | N9770 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing – Housing Solutions |
| **Reporting to** | Senior Housing Officer and Housing Team Leader |
| **Location** | Your normal place of work will be Seaham Council Offices but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Provision of a high standard, comprehensive advice and prevention service to offenders to be released in the County. Working in partnership with colleagues in the prisons and probation service.

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| **Duties and responsibilities** |

* To work with the Reducing Re-offending Team across County Durham to provide housing advice assisted prevention services to offenders to be released into Durham County Council.
* To provide an enhance support service to clients ensuring access to associated services, support and assistance to maximise sustainability and outcomes.
* To provide housing options advice and support to offenders.
* To work with colleagues in prisons and probation to meet the holistic needs of the offenders.
* To provide advice and support, including negotiations with third parties to ensure the offender is eligible for housing.
* To manage own caseload to ensure effective outcomes are achieved based on offenders requirements.
* Maintain comprehensive records to demonstrate the effective service, including written confirmation of advice and options to offenders.
* Contribute to the continuous improvement of the service and be involved in service reviews and the development of procedures and good working practices.
* Keep up to date with all relevant legislation, guidance and case law with regard to homelessness and allocations ensuring any change to legislation is drawn into the Housing Solutions Service.
* Develop good working relationships with statutory, voluntary and private sector agencies and to encourage a co-ordinated approach to enable the best possible service.
* Work with other agencies to assist in securing suitable accommodation.
* Maintain effective and productive working relationships with support agencies, partners, advocates and carers to ensure that a coordinated support, benefit and support package is provided to clients.
* Provide pre and post tenancy training with prison and probation colleagues to offenders.
* Coordinate and attend all MAPPA meetings.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ 4 or equivalent in relevant qualification.
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| Experience | * Experience within a housing, homelessness or care related service(s).
* Experience of determining homelessness applications and preventing homelessness through an advice and housing options approach.
* Experience of working within an offender management setting.
 | * Experience of giving support to vulnerable people.
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| Skills & Knowledge | * Knowledge of housing legislation.
* Knowledge of the judiciary system including community sentencing and supervision orders.
* The ability to organise a caseload and work with minimum supervision.
* The ability to deal with people effectively and sympathetically in sometimes difficult and sensitive situations.
* The ability to liaise with other agencies in order to achieve the best results for all concerned.
* Be able to work as part of a team and support other colleagues in their roles.
* Be IT literate.
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| Personal Qualities | * A caring approach and a desire to achieve a high quality of life for customers.
* Access to a car or means of mobility support (if driving must have a current valid driving licence and appropriate insurance).
* Flexible and willing to work outside normal working hours when required.
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