



## ROLE PROFILE

<b>Role Title:</b>	<b>Out of Court Disposal Case Manager</b>
<b>Department/Unit:</b>	<b>Community Safety and Crime Reduction</b>
<b>Rank/Grade:</b>	<b>A4 (supervisory)</b>
<b>Reporting to:</b>	<b>Community Safety Chief Inspector</b>
<b>Main purpose of the role:</b>	<p>To contribute to achieving the Operational Policing Plan and the Force Control Strategy whilst having day to day responsibility for provision of high level delivery of county-wide strategies: working closely with operational policing teams, criminal justice, health agencies, local authorities, probation, the voluntary sector and other partner agencies to promote and deliver local good practice.</p> <p>To deliver new initiatives and processes for the new two tier Out of Court Disposal Process across Hertfordshire including the production and delivery of new policies and procedures whilst having supervisory oversight of staff within the Out of Court Disposal unit.</p>

<b>Key Responsibilities</b>
<ul style="list-style-type: none"> <li>• First line managerial oversight of the OoCD team.</li> <li>• Develop and deliver a coordinated strategic response to work strands from strategic boards.</li> <li>• To co-ordinate, identify and embed new processes to support the OoCD process.</li> <li>• To seek and identify sources of external funding to support the development of initiatives to support reoffending to include the use of OoCDs.</li> <li>• To develop initiatives to raise awareness for front line staff and practitioners from a range of local and county wide agencies.</li> <li>• To ensure that national legislation, policy initiatives and guidance is implemented at a local level, and to maintain organisational policies.</li> <li>• Work with district-level partners to ensure that CCSU actions are aligned with county priorities and strategies.</li> <li>• Management and oversight of the OoCD scrutiny panel including the identification and scanning of cases and the subsequent presentation of these to an independent panel every three months. Feeding scrutiny panel findings back to stakeholders including taking forward key learning and developing this.</li> <li>• Scrutiny and oversight of the two tier OoCD process including identification of most appropriate rehabilitative pathways for offenders and subsequent victim support.</li> </ul>

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Line management responsibility for staff and/or officers</li> </ul>

<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	Not applicable

<b>Entry Requirements</b>
<ul style="list-style-type: none"> <li>• A good understanding of violent crime, substance misuse, Early Intervention, Out of Court Disposals and Integrated Offender Management agendas including related policy and legislation</li> <li>• Advantageous to have knowledge of police systems</li> <li>• An understanding of legislation, government policy, national priorities and local issues in relation to community safety and the relevant disciplines</li> <li>• Experience of negotiating and influencing at a tactical level</li> <li>• Experience of working in partnership at a strategic and tactical level and working with other organisations</li> <li>• Ability to prioritise workloads and work to tight deadlines</li> <li>• A minimum of 1 years supervisory experience</li> <li>• Experience of project working and implementation of new processes and procedures.</li> </ul>



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### Any other General Requirements/Scope

- The post holder must be able to travel as they will be required to attend meetings around the county / region / nationally.
- If using a private vehicle then the post holder must have a full valid UK driving licence and business insurance needs to be organised by the individual.
- The post holder may be required to work additional hours on an occasional basis.
- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

### Obligatory Requirements

- Before commencement of this appointment, this role may be subject to a medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

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**HERTFORDSHIRE  
CONSTABULARY**

### Personal Qualities (Behavioural Competencies)

#### **We are emotionally aware**

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

#### **We take ownership**

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

#### **We are collaborative**

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

#### **We deliver, support and inspire**

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

#### **We analyse critically**

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

#### **We are innovative and open-minded**

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.