PROBATION SERVICES PRACTITIONER

Reference Number: ST0494

Details of standard

Occupation summary

This occupation is found in the National Probation Service, Community Rehabilitation Companies or voluntary sector organisations working in partnership with statutory organisations. Practitioners can be based in a variety of locations, including prisons, courts, hostels or community-based offices. The broad purpose of the occupation is to protect the public by reducing re-offending, safeguarding victims and rehabilitating low to medium risk service users through effective engagement, monitoring and enforcement to ensure that the sentence of the court is delivered to a high standard. This includes working with the Service User and other agencies to develop, deliver and review realistic plans either in written or electronic formats to address needs and develop a route out of offending. Consistent risk assessment, professional curiosity and liaison with other agencies are key factors in effective management of service users. In their daily work, an employee in this occupation interacts with service users, who may demonstrate a range of challenging behaviours and who will have diverse needs and in collaboration with the Justice, Health and Social Care sectors. The interaction will aid making assessments and delivering rehabilitative interventions. An employee in this occupation will be responsible for providing sustained support, advice and supervision for individuals under sentences of the court or through voluntary engagement. Working as part of a team to meet operational targets. Making ongoing assessments and responsive decisions based on an individual's ongoing risk of harm to self and/or others along with the risk they pose of committing a further offence in the future.

Occupation duties

<table>
<thead>
<tr>
<th>Duty</th>
<th>Criteria for measuring performance</th>
<th>KSBs</th>
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<tbody>
<tr>
<td>Duty 1 Carry out risk assessments and prepare written reports for low to medium risk cases, these may include violence, drug related offences and inquisitive crimes e.g. theft</td>
<td>1. Adherence to legislative requirements 2. Compliance with employer policies and procedures</td>
<td>K1, K2, K3, K4, K5, S1, S2, S3, S4, B1, B2, B3, B4, B5, B6, B7</td>
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<tr>
<td>Duty 2 Develop and implement plans to manage needs and reduce</td>
<td>1. Adherence to legislative requirements</td>
<td>K1, K3, K4</td>
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<tr>
<td>Duty</td>
<td>Description</td>
<td>Adherence</td>
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<td>Duty 3</td>
<td>Manage and enforce the sentences of low to medium risk service users and identify needs to reduce risk of re-offending and harm to the public.</td>
<td>1. Adherence to legislative requirements</td>
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<td></td>
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<td>K1, K8, K9</td>
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<tr>
<td>Duty 4</td>
<td>Contribute proactively to partnership and internal meetings to review the behaviours and progress of the service users you supervise.</td>
<td>3. Excellent interpersonal skills</td>
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<td>S13, S14</td>
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<td>Duty 5</td>
<td>Work within public protection and safeguarding guidelines and procedures, including safeguarding and Police checks</td>
<td>1. Adherence to legislative requirements</td>
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<td>K1, K2, K4, K5, K6</td>
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<tr>
<td>Duty 6</td>
<td>Undertake safeguarding checks and referrals to protect victims and safeguard children &amp; vulnerable adults by reducing re-offending and risk of harm.</td>
<td>2. Compliance with employer policies and procedures</td>
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<td>S10</td>
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<td>Duty 7</td>
<td>Engage and motivate service users to promote positive change and support them to refrain from future offending behaviour.</td>
<td>3. Excellent interpersonal skills</td>
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<td>K1, K2, K8, K9</td>
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</table>
**Duty 8** Refer and/or deliver interventions to meet the objectives of the sentence and risk plans.

3. Excellent interpersonal skills K8, K9

4. Planned activities meet service user needs and requirements S7, S8, S9, S13

5. Cost and quality standards meet Business requirements B1, B2, B3, B4

**Duty 9** D9 Develop own continuous professional development needs.

1. Adherence to legislative requirements K11, K1

2. Compliance with employer policies and procedures S12, B4

**Duty 10** Use tools to record information and maintain the security of information relating to service users and victims.

1. Adherence to legislative requirements K1, K10

2. Compliance with employer policies and procedures S15, S16, B4

**KSBs**

**Knowledge**

K1 legislation and organisational policies and procedures relating to Probation practice, the importance of applying them in practice and the risk of not doing so.

K2 the Criminal Justice System relevant to all aspects of probation and rehabilitation and how the organisations work collaboratively.

K3 different approaches to risk assessment, including the assessment of the needs and strengths of service users and the importance of gathering information to inform risk assessment.

K4 harm and abuse indicators and potential risk factors that may lead service users to harm themselves or others. How to reduce risk and raise concerns.

K5 how to include the victim perspective in working practices.

K6 roles and responsibilities of agencies involved in public protection and local arrangements in place.

K7 principles of effective team work to achieve outcomes, build and sustain effective working relationships with internal and external stakeholders.

K8 the interventions and activities available to help service users to prepare for rehabilitation and resettlement, how these are delivered and how they can reduce re-offending.

K9 theories and techniques in effective practice to promote rehabilitation.

K10 the importance of sharing, gathering, using and storing information in accordance with data protection requirements.
K11 how to identify your own development needs and ways to reflect on own practice.

**Skills**

S1 Undertake assessment of risk of re-offending, considering the needs and strengths of service users.

S2 Continuously gather information and review progress of risk and sentence plans throughout the sentence. Respond to changes in the risk of re-offending and harm posed in line with guidance and make adjustments as necessary.

S3 Record, conclude and present assessments both written and orally, in a range of settings, in the required time-frame in accordance with organisational requirements.

S4 Use assessment information, resources of other agencies and available interventions to devise risk and sentence plans in collaboration with the service user.

S5 Make enforcement decisions around service users' absences and behaviour.

S6 Integrate professional values into practice and maintain professional boundaries, adapting approach to individual needs to effectively deal with a range of challenging behaviour.

S7 Support service users, providing information, advice and resources to enable them to benefit from rehabilitation and resettlement activities.

S8 Make referrals to and deliver interventions. Encourage service users to reflect on their participation and progress on their sentence activities.

S9 Engage, motivate, collaborate with and support service users to explore the effects of their behaviour on themselves and others to achieve a positive change in behaviour and reduce the risk of harm and re-offending.

S10 Make safeguarding checks and use information within assessments when there are safeguarding concerns. Liaise with appropriate agencies and contribute towards plans around vulnerable adults, provide multi-agency reports when required.

S11 Identify and challenge behaviours that do not promote equality, diversity and inclusion.

S12 Develop own knowledge, skills and competence, respond to feedback and identify improvements to practice.

S13 Manage own caseload, attend partnership meetings, share assessments and maintain contact with other agencies and intervention partners, as required and in order to oversee the case effectively and meet objectives.

S14 Contribute to regular team meetings and case discussion meetings.

S15 Use a range of digital tools to record case, risk and sentence assessments.

S16 Maintain records securely in line with data protection and security of information and use information to support delivery of services.

**Behaviours**

B1 Engage positively with service users reinforcing positive attitudes and behaviour.

B2 Demonstrate pro-social modelling skills.
B3 act with respect to diversity and cultural differences.

B4 Demonstrate high standards of professionalism, uphold organisational values, and professional boundaries

B5 manage own emotions in stressful situations, seek support for own welfare.

B6 be proactive in working collaboratively with colleagues and stakeholders.

B7 listen actively in all interactions with service users and show respect whilst being professionally curious about what is being said.

Qualifications

English and Maths qualifications

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Additional details

Occupational Level: 3
Duration (months): 18

Review

This standard will be reviewed after three years.