



JOB DESCRIPTION	
Job Title	Criminal Justice Administrator / SPOC
Reports To	Criminal Justice Lead
Location	Devon
Salary	£20,033 - £21,104
Date Updated	April 2023

JOB PURPOSE

To provide the Single Point Of Contact (SPOC) for professionals across the criminal justice system to access the *Together* integrated drug and alcohol service; including a point of referral, information sharing and an avenue for professionals to receive advice and updates. This will ensure coordinated communication between *Together* and criminal justice services (e.g. The Probation Service, Courts, Police and Prisons).

To provide comprehensive administration based support for criminal justice activity within *Together* integrated drug and alcohol service.

The post will monitor a dedicated email address, manage referrals and allocate appointments; ensure rapid access to key individuals (e.g. Prescribers, Recovery Navigators, Criminal Justice Workers), track service users through the system and ensure the timely exchange of appropriate information.

The post will develop a personalised service, getting to know key contacts and ensuring they receive the information they require, when they require it and are contacted if difficulties arise.

Key administration tasks will include: collating data and maintaining databases and producing reports, organising meetings and taking minutes, typing letters/reports and other general administrative tasks to support team members and ensure the smooth and effective delivery of the service.

MAIN DUTIES AND RESPONSIBILITIES

Service provision:

- To ensure coordinated communication between *Together* and criminal justice services (e.g. National Probation Service (NPS), Community Rehabilitation Companies (CRCs), Courts, Police and Prisons).
- Communicate with customers (internal & external) via telephone and email, responding to their needs within required time frames
- Develop and maintain record-keeping systems as required
- Maintain the integrity of secure filing and archiving systems of service user and service information.
- Collate, input, monitor, upload and retrieve data on relevant systems for National Drug Treatment Monitoring System (NDTMS), local reporting, Public Health England and Commissioners.
- Ensure all clients/service users are recorded onto the Substance Misuse Service database in order to track progress of service users through the recovery process.
- Follow processes and procedures for the management of a range of criminal justice referrals including referrals from courts, prisons and police
- Communicate with customers (internal & external) via telephone and email, responding to their needs within required time frames
- Receive, log and monitor referrals
- Allocate referrals to appropriate *Together* professionals (e.g. Prescribers, Criminal Justice Workers, Recovery Navigators) and arrange appointments within required time frames and ensure all relevant information is sent to them

- Be responsible for generating prescriptions in preparation for signing; to include responsibility for regular and clear communication with the Clinical Team to ensure updating and amending prescribing information as appropriate.
- Ensure prescriptions are written and signed and arrangements made with pharmacies for collection of medication
- Communicate contact details of *Together* professionals to referer (and other relevant professionals) along with times and locations of appointments and provide regular updates as appropriate
- Ensure an up-to-date spreadsheet of referrals is maintained, track and monitor progress and ensure critical deadlines are flagged and met
- Ensure case management systems are updated with critical dates, progress and that relevant documents are uploaded
- Produce monthly activity reports
- Develop working relationships with professionals across the criminal justice and within *Together* allowing for open and constructive communication and aiding the resolution of issues as they arise
- Use professional knowledge and experience to provide advice and information to professionals across the criminal justice system
- Work collaboratively and proactively with other colleagues and managers within the service and across the Devon wide system, to ensure that services are fully coordinated
- Adhere to Multi-agency processes – e.g. MAPPA, IOM, MARAC
- Be responsible for taking, transcribing and distributing formal minutes for any service meeting, managing the office diary co-ordination and dealing with correspondence.
- Be responsible for generating prescriptions in preparation for signing; to include responsibility for regular and clear communication with the Clinical Team to ensure updating and amending prescribing information as appropriate.
- Produce ad-hoc reports/statistics for *Together*, EDP and commissioners as required.
- Record any significant incidents on the incident recording system.
- Maintain diary of all relevant meetings and upcoming events. Organise meetings, take meeting minutes and disseminate to relevant parties.
- Undertake secretarial and administrative duties in accordance with the running of the service including sending appointment letters.
- Ensure confidentiality and data protection is maintained in accordance with relevant policy and procedure and contract requirements.
- Maintain a knowledge and understanding of, and comply with *Together*, EDP and local protocols, policies, procedures, codes of conduct and Health and Safety at Work.
- Adhere to the principles, policies and procedures of effective safeguarding for vulnerable adults and children.
- Take a 'Think Family' approach, adopt the EDP Safeguarding Toolkit and comply with EDP's Safeguarding policy and Devon Children and Family Partnership's procedures

Performance management:

- Be responsible for individual performance management and delivery of goals and tasks set
- Comply with all workforce management systems, including supervision and appraisal.
- Actively participate in continuous professional development
- Ensure effective recording of service activity, service user information and performance monitoring, using required data and case management systems and processes.
- Contribute to the continuous improvement of the service and interventions delivered

General Duties:

- Maintain an understanding of, and comply with EDP and *Together's* protocols and policies
- Practice and uphold EDP's ethos, mission, vision and values in all aspects of the job role
- Work in collaboration with a range of stakeholders and organisations to support effective outcomes for clients, ensuring effective communication and adherence to agreements. Attend multi agency meetings, deliver presentations and training as required.

- Actively participate in the EDP communication processes including, case meetings, working groups, team meetings, individual or group supervision and appraisal.
- Report incidents and complaints in accordance with policy and protocols
- Support or supervise volunteers, mentors and trainees placed in the team.
- Facilitate constructive service user consultation, feedback and involvement in all your work
- Travel to other sites for the purposes of meetings and training
- Hold a current driving licence, have access to and insurance for a roadworthy vehicle
- Participate in the Duty rota for open access and triage.
- Work flexibly, to provide early/late working and weekend cover as required.
- Undertake such other reasonable duties and responsibilities, across the whole services, and at any location within reasonable daily travel from your main place of work

This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of EDP.

FURTHER INFORMATION

EDP Values

All employees within EDP will be expected to adopt and promote the values for *Together*.

Belief – We believe people can make it

We firmly believe in everyone's potential. We know that people can and do make remarkable changes.

Respect – How we work is as important as what we do

We will treat everyone respectfully – whether they use our services, work for us or work with us. We are creative, curious and flexible

Partners – We do it together

We see partnerships as the key to better futures for people affected by substance misuse. We develop strong and meaningful partnerships with people who use our services, staff, other agencies, our funders, research bodies and our communities. We will ensure that our services are accessible to all.

Ambition – We focus on recovery and outcomes

We want a world where people are no longer blamed for their substance misuse, no longer socially excluded and are given support to take ownership of and rebuild their lives. We will call for more understanding, more compassion and more resources to make this happen. We will support staff and service users to keep learning and to set and achieve ambitious targets.

Confidentiality

Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.

Data Protection

To comply with current laws in relation to data protection and information governance.

Conflict of duties

All applicants to any post within EDP are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with EDP. Failure to do so may result in an application being rejected or dismissal after appointment.

Equal Opportunities and Diversity

To ensure that all service users, their partners, colleagues both in *Together* and other partner organisations are treated as individuals within *Together's* Diversity and Equality framework

Health and Safety

You are required to comply at all times with the requirements of the Health and Safety regulations and *Together's* Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself. You are required to comply with *Together* policies at all times.

You will be expected to work to all the agreed policies and procedures for Together, which have been adopted by EDP. You will also be expected to work to any separate EDP policies (i.e. policies EDP has which Together doesn't have). You will be expected to work to the values both within Together and within EDP

Person Specification: Criminal Justice Administrator

All criteria are Essential unless otherwise indicated

Attributes		Criteria
1. Experience (through paid or voluntary work)	1.1	Experience of managing, planning and prioritising own workload whilst consistently meeting targets and completing tasks to a high standard.
	1.2	Experience in providing administrative support in a service-based organisation.
	1.3	Experience of working in the criminal justice system (Desirable)
	1.4	Experience of completing a wide range of administration work tasks to a high standard on a consistent basis.
	1.5	Significant proven experience of using IT systems including Microsoft Office, in particular Word, Excel, Access, Outlook.
	1.6	Experience in being involved in maintaining a service management database and producing reports.
2. General and Special Knowledge	2.1	Understanding of the control processes involved in ordering, payment, and petty cash processes.
	2.2	Understanding of principles of good database management.
	2.3	Understanding of confidentiality and professional boundaries.
	2.4	A basic knowledge and understanding of treatments and interventions available to substance users, clinical and non-clinical, including the benefits to individuals.
	2.5	A strong understanding of/commitment to multi-disciplinary working and working in partnership with other organisations
	2.6	Knowledge and understanding of the criminal justice system, including the National Probation Service (NPS), Community Rehabilitation Companies (CRCs), Courts, Police and Prisons (Desirable)
3. Qualifications and Training	3.1	A good standard level of Education including GCSE Maths and English Language at Grade C or above, or equivalent (including qualification by experience)
	3.2	A relevant qualification in office administration, office management, or customer service (desirable).
4. Skills and abilities	4.1	Ability to work within a values based approach, adopting the <i>Together</i> values and recovery based principles
	4.2	Commitment to working collaboratively with co-workers, and colleagues in other agencies, to facilitate positive recovery outcomes for service users.
	4.3	Ability to solve problems on own initiative within confines of own authority.
	4.4	Ability to produce written reports to a standard that is appropriate to a range of audiences (internal and external).
	4.5	Ability to take effective minutes based on clear actions and responsibilities.
	4.6	Ability to support users on local database issues.
	4.7	Ability to communicate effectively and work well with clinical colleagues.
	4.8	Ability to work effectively as part of a team
	4.9	Ability to communicate well with a wide range of audiences
	4.10	Ability to demonstrate excellent organisational and time management skills with the ability to manage pressure and carry a diverse workload with competing demands.
	4.11	Ability to use data management systems for the effective recording of performance and service user data.
	4.12	Commitment to continuous professional development, and to share specialist knowledge.
5. Additional Factors	5.1	A commitment to equality of opportunity, valuing diversity, and anti-discriminatory practice, reflected in professional relationships with service users, colleagues and the public.

	5.2	A desire to work within, and contribute to, a culture that is positive, dynamic, forward thinking and outcomes-focused.
	5.3	Willing and able to work flexibly to cover early/evening and weekend duties to meet the demands of the service.
	5.4	Ability to travel across <i>Together</i> service area.
	5.5	To be assessed as medically fit in accordance with EDP Occupational Health Department to perform the duties of this post
	5.6	A non-judgmental attitude towards people affected by substance use, including offenders.