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|-------------------------------|-------------------------------------------------------------------------------|
| <b>Post title</b>             | <b>CRANE Case Coordinator, CRANE High Risk Offender Accommodation Service</b> |
| <b>Division / Section</b>     | <b>Criminal Justice Reintegration Services</b>                                |
| <b>Department</b>             | <b>Health and Social Care</b>                                                 |
| <b>Responsible To</b>         | <b>CRANE Unit Manager</b>                                                     |
| <b>Number of post holders</b> | <b>5</b>                                                                      |
| <b>Acting up/ Secondment</b>  | <b>No</b>                                                                     |

### **Purpose of Job**

To work with high risk offenders within an accommodation setting, and along with partner agencies, assess and manage their risk and help meet their needs as they build positive lives within the community.

### **MAJOR TASKS/ JOB ACTIVITIES**

Ensure the needs of the residents are prioritised and that they are provided with safety and care that promotes social inclusion and enables them to reach their potential whilst maintaining public protection.

Understand, assess residents' risks and needs and develop individualised risk management and integration plans that allow them to move safely and successfully to independent living.

Be responsible for managing the comprehensive system of assessment, intake, induction, settling of new residents, case management, reviews and discharge procedures as set out by CRANE Services.

Supervise CRANE support workers including; allocation of tasks, providing regular supervision and review of their work, performance management, setting Performance Review and Development (PRD) objectives, completing annual PRDs and PRD reviews, managing attendance and all other relevant management tasks as allocated by the CRANE unit manager.

Communicate and work closely with partner agencies including; Criminal Justice Social Work, Scottish Prison Service (SPS), Police Scotland, Housing, Health, Children and Families, Community Care, the Sexual Offender Liaison Service (SOLS), and other community agencies to effectively manage risk, reduce reoffending and support offenders to make positive links within their community.

To carry out all duties in accordance with National Outcomes and Standards for Social Work Services, City of Edinburgh Council policies, procedures, standards and guidance and those set by Criminal Justice Services and CRANE Services.

To ensure that all services provided to residents meet the national care and quality standards as set out by the Care Inspectorate

Manage and undertake comprehensive assessments on offenders both within the prison setting and community to assess their suitability for CRANE Services and provide feedback from assessments to social workers and offenders

Attend Integrated Case Management Meetings (ICM) convened by SPS to contribute to the development of risk management and release plans and represent CRANE Services at Risk Management Case Conferences (RMCC) to work with partner agencies to develop risk management plans that provide robust public protection. From the ICM and RMCC ensure that actions are followed

Attend other relevant meetings as designated Case Coordinator including core groups, risk management meetings within the prison, SOLS discussions, SOLS briefing meetings, child protection case conferences, supervision reviews with criminal justice social work, etc.

Manage intake, induction and settling of residents

Manage the CRANE progression programme by developing and facilitating special escorted, unescorted and home leave plans and present these plans to the SPS and to partner agencies for approval

Lead key work sessions for residents, reviews, discharge meetings and manage the development of residents' individual personal plans

Organize, provide and facilitate recreation and leisure activities and programmes for residents

In conjunction with social work and police make disclosures to individuals and relevant community agencies and services to enhance public protection

Follow and ensure staff compliance with detailed emergency protocols in place for CRANE Services

Oversee and manage CRANE Outreach Services

Comply with and ensure staff compliance with all standard procedures and processes within the unit

Follow and ensure staff compliance with criminal justice recording procedures by completing daily logs and recording relevant information on SWIFT and ensuring information is appropriately and securely stored

Assist in the day to day operation and security of the service and contribute to the overall development of the service

Assist the Unit manager in ensuring that all fixtures, fittings and fabric of the service are satisfactory

Assist the manager and administrative support assistants to efficiently manage residents' funds and payments

Undertake other reasonable duties as delegated by the CRANE unit manager and Sector Manager for Reintegration Services

Participate in regular supervision with the CRANE unit manager and in the development of your PRD

### **Supervision and Management of People**

CRANE case coordinators have a shared responsibility for the supervision of 8 support workers under the overall direction of the CRANE unit manager.

### **Creativity and Innovation**

Crane case coordinators must work effectively with offenders that are often resistant, non cooperative, verbally aggressive and present with complex personality disorders. They must be creative in their approach and style of engagement to foster communication and compliance.

CRANE case coordinators must work creatively and innovatively to encourage residents to engage with the community services. They must also have a good understanding of risk assessment and individual risk factors so that they can safely advocate on residents' behalf, refer and match them to appropriate community service.

It is essential that case coordinators recognise acute risk factors and triggers and know when to intervene appropriately and immediately.

### **Contacts and Relationships**

Case coordinators have a high level of personal contact with high risk offenders both sexual and violent, many presenting with personality disorders. The complexity of these relationships is highlighted by the fact that CRANE case Co-ordinators must take on contrasting roles. While workers strive to build relationships with residents to enable them to make positive changes in their lives they also play a vital role in monitoring, supervision and risk management, which is critical to public protection.

CRANE Case Co-ordinators must develop and maintain positive working relationships with the public, multi agency colleagues and partner agencies including; criminal justice, police, housing, health professionals, children and families teams, community care partners, other local authorities, the care inspectorate, senior managers and other community resource services. They require excellent communication skills; to be informed, articulate, sensitive, receptive and professional in meetings where they represent the service and when critical decisions are being made regarding serious offenders. They must also understand and execute the fine balance between confidentiality and disclosure of highly confidential information.

## **Decisions (Discretion)**

CRANE case coordinators must exercise discretion in working with residents and making decisions that affect their safety, placement at CRANE, their liberty and protection of the public. Given that CRANE residents can present with challenging and dangerous behaviour it is the worker's discretion as to how they decide to address this behaviour that is critical. Where issues arise of a significantly complex nature then these should be referred and discussed with the Unit Manager.

## **Decisions (Consequences)**

The in-depth understanding of each resident, what type of risk they pose, to whom and under what circumstances is a key factor in this role and the ability to decide if risk is imminent. Case Co-ordinators must be able to synthesise information, collect facts and remain calm when making fast decisions.

## **Resources**

Case co-ordinators have a shared responsibility for the overall security and monitoring of residents occupying the Crane residential facilities. These facilities consist of two connected buildings forming one residential unit comprising of 11 bedrooms/studios and communal areas (kitchen, living room, laundry).

Case co-ordinators have a shared responsibility for undertaking routine security checks to ensure the safety of residents (including fire, setting and responding to alarms) and reporting issues for repair by relevant qualified individuals. Case co-ordinators may occasionally need to improvise until appropriate repairs are carried out.

Ultimate responsibility for building maintenance lies with the Unit Manager. However as CRANE is a 24 hour service, Case co-ordinators have a shared responsibility for checking that the basic services and equipment in the Unit are in working order and report emergencies as they arise.

Case co-ordinators have a shared responsibility for issuing money and keeping receipts from a Petty Cash float (circa £50.00 on any one day) for sundry activities

## **Environment – Work Demands**

Case coordinators work to competing demands. There are occasions when emergencies can affect meeting deadlines. Case Coordinators must be able to manage conflicting priorities and deadlines and to adapt to change. They must ensure that the service provision is continually meeting the demands of its service users, partners and customers.

## **Environment – Physical**

Normal office duties

Occasional light lifting and cleaning

Travel within Edinburgh and out with

Be trained in and able to employ break away techniques.  
Possible quick physical response to incidents (responding to alarms and incidents).

### Environment – Working condition

Workers are required to work closely with high risk offenders, both sexual and violent. They can present with offensive behaviour, be demanding, and aggressive and in extreme cases assaultive. Many of the crimes offenders have committed will involve serious harm to others. Constant expose to such material can be upsetting and difficult.

### Environment – Work Context

Support workers execute CRANE emergency protocols relating to breach of curfews, absconsions and non compliance of residents. The most difficult demands in CRANE are associated with working with and managing difficult residents and exposure to graphic material outlining crimes of violence and/or sexual harm, sometimes involving children. Workers need to maintain emotional resilience.

### Knowledge and Skills

CRANE case coordinators require a minimum qualification of an HNC in Health and Social Care.  
Experience in working in a residential or care setting is required

### Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

### Organisation Structure

