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User Guide

Non-custodial Career and Competence Framework

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Overview

This document has been designed to be a useful 'how to guide' for service leads, service managers and recruiting managers to explain how the Non-custodial Career and Competence Framework can be used in practice. The Framework consists of 21 job role profiles that can be used in practice across the non-custodial pathway in Liaison & Diversion, Healthcare in Criminal Court Settings, Mental Health Treatment Requirement, RECONNECT and Enhanced RECONNECT services.

The Non-custodial Career and Competence Framework is based on the Skills for Health Career Framework. This provides general information on the level at which the job holder is required to function. Each level has characteristics and attributes that describe, for example, the levels of autonomy, responsibility and decision making required for a role. Whilst some of the Career Framework descriptors might use similar language to Agenda for Change, the levels of the roles identified within the Non-custodial Career and Competence Framework, do not automatically read across and align to Agenda for Change bandings.

The Framework can be used to support the development of staff and help enhance the quality of service delivery. This guide also describes some of the wider benefits of the Framework; these include staff recruitment and retention and increasing the flexibility of the Health & Justice workforce.

How to use the Framework

The competences describe the skills, knowledge and understanding needed to undertake a particular task or job. The competences identified within the framework are nationally recognised in line with National Occupational Standards. The focus is to identify and outline, the skills, knowledge and level of understanding that is required for each job role. The Non-custodial Career and Competence Framework describes the competences required by staff either currently working in, or aspire to be working in, any role described within the role profiles that are included within the Non-custodial Framework.

Service leads, service managers and recruiting managers can use the role profiles, together with their associated competences within the Framework in the following ways:

- 1. Support staff at appraisal and/or personal development reviews (PDRs) to identify areas for their personal and professional development and support the attainment of the required levels of competence for each role.** Service leads and managers can select any of the roles identified within the Framework that best fit a role that the member of staff has identified they would like. They can then look at the competences within that selected role profile to check whether there are any competences, skills or knowledge that the member of staff may need to achieve or develop.
- 2. Enable staff to assess their own skills, knowledge and competences and identify areas for personal development that may be required for a new role and to support movement/progression across and within the non-custodial pathway.** Service leads and recruiting managers can support and encourage members of their staff to look at a relevant role profile within the Framework and assess their existing skills and knowledge against the competences included within the role profile selected. Staff can review their existing job description, person specification and their objectives, compare these with the competences outlined in the relevant role profile, and identify what they may need to do to achieve this, for example additional learning, work shadowing opportunities etc.
- 3. Support the development of competence-based job descriptions.** Service leads and managers can select a role profile which most closely fits the job description/person specification and required competences of the specific job role wish to develop. This will help to ensure that the required skills, knowledge and competences are clearly articulated.

4. As a starting point for the development of new, or similar, roles to meet the needs of the service. If service leads and managers identify a need for a new or adapted role they would like to develop to meet the needs of their service, they can decide which role profile is the closest match. The role profile and related competences can then be used as a starting point to develop a new or adapted role by adding or removing competences as required. The resulting new role profile can then be used as the basis for a job description and person specification (as described in 3 above), and also as a way to support new and existing staff to acquire the new or additional competences identified.

5. Outline the education and training required by staff to ensure consistency across the service and identify any additional training needs for current and future service delivery. The Framework identifies both the core and role-specific competences, skills and knowledge required for each role and the service as a whole. Service leads and managers can use the competences and the role profiles to check against existing training offered and accessed by staff within the service to identify any areas of training not already available. Training can then be tailored and offered to meet the needs of each staff member as appropriate.

6. Work collaboratively with training providers to develop programmes of learning for staff to meet current and future service need. Following on from identifying training that is required, service leads and managers can commission - where appropriate - training providers to deliver the identified training. Any learning not already covered can be developed with training providers. If there is a service-wide need for training not currently available, this may require working with service leads and managers from other service areas.

7. Review and recognise how competences are shared across teams. Similarly, as identifying service and staff education and training needs in no. 5 above, service leads and managers can look at the competences within the role profiles to check how these are shared across teams and identify where there may be a need to support these competences to be met, to ensure consistency of service delivery and sharing of best practice.

Benefits of the Non-custodial Career and Competence Framework

The Framework can help to:

- Define the core knowledge and skills (competences) required by staff for effective service delivery across the non-custodial pathway, supporting quality assurance.
- Support the identification of further learning for staff to ensure that they are supported to access the development they need to competently fulfil their roles.
- Support the movement of staff across Health & Justice commissioned services more widely, enabling greater flexibility across the workforce.
- Support and strengthen skills mix and team working.
- Support the recruitment and retention of existing and potential staff, including individuals with lived experience.
- Support the creation of an attractive career pathway, supports career progression and raises the profile of roles within non-custodial services.

@ Skills for Health

Head Office

Vertigo, Cheese Lane
Bristol, BS2 0JJ



0117 922 1155



office@skillsforhealth.org.uk



skillsforhealth.org.uk