



Recruitment Pack



About Chrysalis Centre

Chrysalis Centre is a new, ground-breaking initiative created to help break the cycle of Domestic Abuse making victims, families and communities safer. This is achieved by tackling head on the perpetrators of abuse, challenging underlying behaviours and providing education and support to enable healthy, safe and productive relationships. Central to the role of Chrysalis Centre is the effective screening of referrals to understand causation factors, including Adverse Childhood Experiences and substance or alcohol dependencies. Working across Hertfordshire and Bedfordshire, Chrysalis Centre brings together a range of professionals from healthcare, criminal justice and behavioural change experts to introduce clinical, behavioural and support interventions to achieve positive and potentially life affirming futures. At its core is a range of behavioural change interventions, targeted at specific cohorts and risk levels.

This programme of work will be underpinned by ongoing clinical and academic evaluation to ensure the delivery of interventions are both effective and safe; approaches are founded on the most up to date and validated methods and to explore and to discover new methodologies to bring about meaningful and effective behavioural change engagement. It is an ambition of Chrysalis Centre that it will become a nationally recognised Centre of Excellence.

This is a rare and exciting opportunity to be part of an entirely new concept. If you have the rights skills and motivation to help create a nationally leading organisation we would be pleased to hear from you.

Who is behind Chrysalis Centre?

Chrysalis Centre is a partnership between Hertfordshire and Bedfordshire Police and Crime Commissioners; Hertfordshire County Council; Central Bedfordshire, Bedford Borough, and Luton Council; Luton and Milton Keynes Integrated Care Board; West Essex and Hertfordshire ICB; National Probation Service and funded through a Home Office grant.

The employer, on behalf of the partnership, is the Office of Police and Crime Commissioner for Hertfordshire.

Employment and Secondment opportunities

The initial funding period to establish Chrysalis Centre is 2 years by which time it is envisaged funding will be secured to ensure the centre is an established service working across both counties.

There is an immediate need to fulfil the core roles to deliver the centre. Whilst the Office of Police and Crime Commissioner will be seeking to recruit suitably qualified candidates into permanent or fixed-term employment, all vacancies will be available for secondment opportunities until the posts are recruited to.

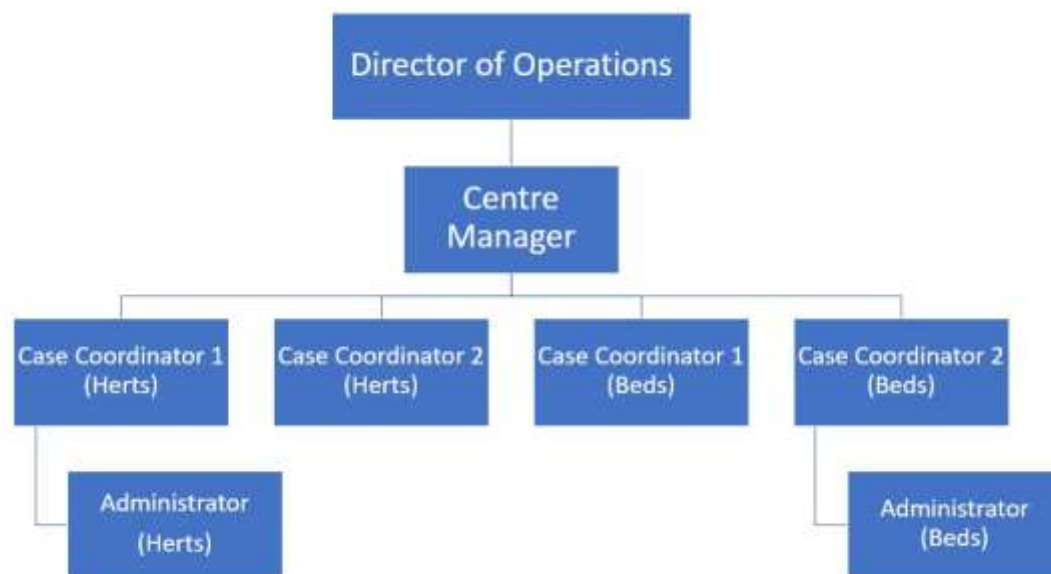
Secondment will need to adhere to the donating organisation policies and will ordinarily be up to a maximum 1 year period.

The programme of work will offer unparalleled opportunities to work across agencies and partnerships, often dealing with complex and sensitive cases. Therefore there will be ample opportunity to hone skills working within partnership and collaborative teams, developing systems and processes and working with leading academics to devise evaluation and research programmes. Secondment will offer exceptional opportunities and experiences to develop transferable skills to help boost career development.

On the following pages you will be able to view the positions Chrysalis Centre will be recruiting to alongside an organisational chart. Details on how to apply, or to find out further information, can found at the back of the pack.

Applications will be open until Sunday, 25th February 2024. It is intended interviews for the posts will take place on 29th February and 1 March 2024. For further information please contact bianca.moreira@chrysaliscentre.net

Organisational Structure



The roles have been assessed using the HAY system evaluation using Hertfordshire Constabulary pay scales, adopted by the Office of Police and Crime Commissioner.

Having now recruited for the Director of Operations, Centre Manager and two case coordinators, we are looking to expand the team by recruiting two more case coordinators and one administrator.

Case Coordinator (A4)

The role of Case Coordinator is to deliver empathic and effective outreach work, removing barriers to engagement with a trauma-informed approach whilst building relationship and motivating clients towards behaviour change. Working across agencies and partnerships, the Case Coordinator will identify wider sources of support for clients and promote effective engagement and self-referral into the Centre.

Liaising with the multi-agency network, the Case Coordinator will mitigate risks posed to victims and families to ensure the safeguarding of all concerned. The Case Coordinator will report to the Centre Manager on outcomes and progress of cases in the reduction of domestic abuse.

The successful post holder will demonstrate strong motivational interview skills, experience in developing positive relationship of trust with clients with complex needs and adverse childhood experiences, as well as 'a can do' approach and positive outlook. Ideally, the successful

candidate will possess knowledge of or experience within a criminal justice or safeguarding environment. An understanding of the complexities of intimate and intrafamilial abuse and abuser typologies will be a distinct advantage to this key role.

Administrator (A3)

To support the wider team of Case Coordinators, the Centre Manager and Director of Operations in achieving the aim of Chrysalis Centre in tackling domestic abuse across Hertfordshire and Bedfordshire.

The Administrator will support the team as required with the delivery of the consistent, daily running of the centre ensuring all communication coming in and out of the centre is handled with professionalism, sensitivity and empathy.

Where will I be working?

Working will be a mixture of agile and place-based working. Due to the sensitivity of case work, there will be a requirement to come together as a team to discuss cases. These meetings will take place at a permanent office, most likely based in Hertfordshire. It is envisaged office based work will be 2 days per week. Routine tasks can be performed in an agile manner, either at office locations (host organisation/partner organisation) or home based. Case Coordinators will also need to be adaptable and agile, sometimes meeting clients in spaces located across both counties. All posts (other than administrators) will need to be independent to travel.

Job Descriptions and role requirements

Case Coordinator (A4)

Salary: £29,874 - £36,996

Reporting to:

Centre Manager

Main purpose of Role:

Reporting to the Centre Manager, the post of Case Coordinator is an initial 1 year fixed-term/secondment opportunity. There will be two Case Coordinators each for Hertfordshire and Bedfordshire.

As a key function within Chrysalis Centre, the purpose of the role is to jointly manage the identified domestic perpetrator caseload across the County.

Key Responsibilities:

- Deliver empathic and effective outreach work, removing barriers to engagement for perpetrators of domestic abuse with a trauma-informed approach, while building relationship and motivating towards positive behaviour change.
- Be responsible for initial assessing of all referrals into Chrysalis Centre. Referrals will need to be recorded appropriately to enable assessments to be made of each individual case. Selection from referrals of those perpetrators who present the highest risk to victims.
- Ensure that the relevant data is collected and the outputs and outcomes from both the outreach casework and MATACs are recorded and monitored, with accountability to victims and partners agencies underpinned.
- Establish close partnership working with appropriate agencies to identify the best support pathway or motivate behaviour change. Interventions will include those from healthcare, criminal justice, behaviour change programmes and clinical expertise.
- Develop high achieving partnership working between Case Coordinators across Hertfordshire and Bedfordshire, ensuring a consistent approach across both Counties. Referrals will need to be screened to understand causation factors, including adverse childhood experiences and substance or alcohol dependencies.
- The post holder will be required to develop, maintain effective working relationships across partner agencies in Hertfordshire and Bedfordshire.

Candidate Requirements:

- Educated to GCSE standard, or equivalent, including A-C in Maths and English
- Ability and willingness to undertake regular DA training and supervision as well as training on all Hertfordshire Police computer systems
- A good understanding of the impact and profile of domestic abuse in particular of coercive control. Knowledge of Domestic Abuse investigations and associated risks.
- Excellent interpersonal and communication skills. In addition, must be able to negotiate and influence at all levels in order to ensure that appropriate actions are completed
- Familiarity with data collection and analysis
- Highly organised and be capable of compiling clear, accurate and concise reports
- Excellent Word, Excel and Outlook skills in order to produce high quality documentation at all times.
- Excellent time management and the ability to work without direct supervision
- Proven ability to maintain confidentiality and absolute discretion in handling matters of a personal, sensitive and confidential nature

Administrator (A3)

Salary: £25,713 - £29,874

Reporting to:

Centre Manager

Main purpose of Role:

The post of Administrator is an initial 1 year fixed-term/secondment opportunity.

As a key function within Chrysalis Centre the role of Administrator is to support the wider team of Case Coordinators and the Centre Manager / Director of Operations in achieving the aim of tackling domestic abuse across Hertfordshire and Bedfordshire.

Reporting to the Centre Manager, the Administrator will support the team as required.

Key Responsibilities:

- To provide high level administration support to the team. This would include setting up meetings with partner agencies including commissioned services and wider partners, minuting of meetings and processing and responding to enquires made via email or phone.
- Support with data collection related to referrals and the overall delivery of Chrysalis Centre objectives.
- Manage the provision of a full range of administrative duties, deal with all general matters and more complex correspondence including invoices.
- Assisting with the preparation of presentations, operational and financial reports, and updates to the Home Office as required.
- Undertaking service specific requirements such as supporting the Case Coordinators with incidences related to safeguarding.
- Support with regular communication with partners, funders and other related agencies via sources such as email, social media and website.
- Identify and implement business-focused solutions for areas where there is a potential for process improvements.
- Support with the implementation of performance management and risk management processes and systems across the team for the successful achievement of service/team objectives.

Candidate Requirements:

- Excellent administrative skills, highly organised and able to manage own workload
- Able to work on own initiative
- Excellent knowledge of Microsoft Office, Excel and PowerPoint
- Excellent verbal and written communication as well as having good attention to detail
- Clear and confident communicator, able to adapt communication style as appropriate
- Influence and gain the trust and confidence of managers and staff to bring about change
- Manage competing tasks and priorities and work to deadlines
- Support service planning, reviewing and implementation of new systems and processes
- Ability to collect and use data to inform service development
- Ideally, the successful candidate will possess knowledge of or experience within a criminal justice, domestic abuse or safeguarding environment

Office of Hertfordshire Police and Crime

Commissioner General requirements.

The post holder will be expected to comply with health and safety requirements

Required Competencies

Leadership

I lead through the provision of advice and support and actively encourage and support learning within my team and colleagues. I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I motivate and inspire others to achieve their best. I identify barriers that inhibit performance and take steps to resolve these, thereby enabling others to perform. I keep track of changes in the external environment, anticipating both the short and long-term implications for the organisation. 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 we serve. I understand the local partnership context, in order to use a range of tailored steps to build support. I try to anticipate partners' needs and take action to address them. I do not make assumptions; I check partners are getting what they need from us. I build commitment from others (including the public) to work together to deliver agreed outcomes.

Integrity

I take my commitments seriously; I am honest about my accomplishments and capabilities. I am proactive when I do not understand my responsibilities and I am accountable for their results. I communicate honestly and openly even when there are difficult conversations to be had. I challenge colleagues whose behaviour, attitude and language falls below the organisations expectations. I am open and responsive to challenge about my actions and words. I recognise the accomplishments of others and respect their boundaries. I use resources effectively and efficiently and not for personal benefit.

Inclusivity

I actively seek and consider the perspectives of people from a wide range of backgrounds before taking action. I respect, seek to understand and value individual differences. I adapt my style and approach according to the needs of others using my behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take time to support

others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of team members. I take responsibility to deal with any inappropriate behaviours.

Resourcefulness

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 persistent when trying to overcome a challenge, focusing on a situation until I find a resolution. I identify 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 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 with others and collaborate to improve work processes or service. I am adaptable and can accept and respond to changes quickly.

Impact

I actively promote the shared mission, vision, and values, and use those principles to guide actions. I focus on results and desired outcomes and how best to achieve them. I recognise my role is about effecting positive change for the communities we serve. I communicate effectively to influence others to engage and commit to furthering the organization's objectives with emphasis on delivery and value for money. I focus on set goals to anticipate, identify, and effectively deal with problems and risks. I plan for eventualities to deal with unexpected challenges. I seek to understand what works, what does not and why. I use my initiative to explore creative solutions to problems that will result in a positive effective and worthwhile outcome.

How to apply.

Complete the following information and submit to HR@herts-pcc.gov.uk

or by post to:

**THE POLICE AND CRIME COMMISSIONER FOR HERTFORDSHIRE, HARPENDEN
POLICE STATION, 15 VAUGHAN ROAD, HARPENDEN, HERTFORDSHIRE, AL5 4GZ**

Please stipulate if you are seeking fixed-term employment or secondment.

**An application form in Word format can be requested from:
enquiries@chrysaliscentre.net**

Please state secondment or fixed-term employment	
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**APPLICATION FORM
PART A**

Please complete this form and return it to: HR@Herts-pcc.gov.uk

The information provided in this application form will remain private and confidential and will be used for the purpose of recruitment and selection. Information in this application may be processed for purposes permitted under the General Data Protection Regulation. Individuals have, on written request, the right of access to personal data held about them. The OPCC treats personal data collected during the recruitment process in accordance with its [data protection policy](#) / [policy on processing special category personal data and criminal records data](#). Information about how your data is used and the basis for processing your data is provided in the OPCC recruitment privacy notice. Please note that the Service may approach third parties to verify the information that you have given. By signing this application form you will be providing the Service with your consent to all these uses.

As an equal opportunities' employer, the office of The Police & Crime Commissioner for Hertfordshire is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the office of the Police and Crime Commissioner for Hertfordshire.

POSITION APPLIED FOR:	REFERENCE:
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1. ABOUT YOURSELF

First Name(s)	<input type="text"/>	NI Number	<input type="text"/>
Last Name	<input type="text"/>		
Address	<input type="text"/>	Tel. No. Day	<input type="text"/>
		Tel. No. Home	<input type="text"/>
Email	<input type="text"/>		

2. ELIGIBILITY TO WORK IN THE UK

Are you eligible for employment in the United Kingdom?

In accordance with the Asylum and Immigration Act 1996 you will need to demonstrate your eligibility for employment in the UK. If your application is successful, you will need to confirm your eligibility for employment by providing documentation, in its original format, which will be copied and retained on your personal record file, with the original being returned to you.

3. Disabilities

Do you require any special arrangements to be made for your interview/assessment test on account of a disability?

If “yes”, please give brief details of the effects of your disability on your day-to-day activities, and any other information that you feel would help us to accommodate your needs during your interview/assessment test and thus meet our obligations under the Equality Act 2010.

APPLICATION FORM

PART B

3. PRESENT POST

Post title

Period of Notice

Length in current post:

Employer's name and address

Brief description of duties in present role, including reasons for leaving and final salary

4. EMPLOYMENT HISTORY (please add additional rows if required)

Please provide a brief description of duties in previous roles with the most recent first, including reasons for leaving and final salary. Please include any unpaid/voluntary work.

Employer's name & address	Post title & brief description of duties	Time employed in post	Reason for leaving & final salary

5. QUALIFICATIONS AND TRAINING

Name of establishment	Dates attended (from/to)	Subjects	Qualifications gained/or if awaiting results please state

Please state if you have membership of any professional bodies, giving details here;

6. SPECIAL DETAILS

Driving Licence Details: Do you have a full current driving licence?

If yes, please detail any endorsements/penalty points -

To ensure fairness and openness, please indicate whether you have any close connections with the Police and Crime Commissioner for Hertfordshire, or any employees of the Office of the Police & Crime Commissioner.

If yes, please give details.

7. CRIMINAL CONVICTIONS

Please give details of all cautions, and convictions spent or unspent

Offence	Where convicted or charged	Date	Penalty

Have you ever been involved in a criminal investigation (whether or not this led to any prosecution) or been associated with criminals?

If yes, please give details.

Disclosure of Criminal convictions

I agree to any enquiry being made to the Criminal Records Bureau for information on any record of convictions relating to me.

*Signature

Date

8. REFEREES

Please complete this section naming two persons who must not be related to you, but one should be your present employer (if employed). Requests for references to your employer will not be made until the final stages of the application.

Name	Address including email address	Professions	Capacity Known

9. MONITOR

Have you entered details on the Equal Opportunities Monitoring form?	Yes		No	
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State how you became aware of this vacancy (e.g., name of website)	
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10. ADDITIONAL INFORMATION

In no more than 2,000 words in total, please describe how your skills, knowledge and experience relate to the minimum entry / technical requirements included in the role profile.

11. DECLARATION

Canvassing of any employees of the Office of the Police & Crime Commissioner, directly or indirectly, in connection with an appointment will disqualify the candidate.

I declare that to the best of my knowledge the information given in this application is true and correct and I understand that providing information, which is false, or misleading shall disqualify me from appointment or if discovered after appointment I may be liable to dismissal without notice.

Signed

Date



EQUAL OPPORTUNITIES MONITORING FORM

The Police and Crime Commissioner is firmly committed to promoting equality of opportunity for all local people and communities, irrespective of gender, ethnic origin, disability, religious belief, sexual orientation, age, or any other irrelevant factor.

This information is for statistical monitoring purposes only and will not be made available to those assessing your application. The information supplied will be treated in the strictest confidence and will not affect your job application in any way. **Completion of this form is voluntary, but the information will help us ensure equality of opportunity.**

If you do not wish to disclose any of the voluntary information please tick the boxes 'Prefer not to say'.

1. Gender	
Male	
Female	
Prefer not to say	

2. Which of the following best reflects how you would describe your gender identity	
Male	
Female	
In another way	
If you would like to, please say how you describe your gender identity:	
Prefer not to say	

3. Does your gender identity align with the gender assigned to you at birth?	
Yes	
No	
Prefer not to say	

4. AGE	
Please specify your age	
Prefer not to say	

5. Sexual Orientation	
Bi/bisexual	
Gay	
Heterosexual / Straight	
Lesbian	
Prefer not to say	

6. Marital status	
Married or in a civil partnership	
Single	
Other	
Prefer not to say	

7. Religious Belief			
Buddhist		Jewish	
Christian		Muslim	
Hindu		Sikh	
Other (please specify)			
No religion or belief			
Prefer not to say			

8. DISABILITY	
<p>The definition of disability as defined under the Equality Act is ‘a physical or mental impairment which has a substantial and long term adverse effect on ability to carry out normal day to day activities’.</p>	
<p>a) Do you have any disabilities? This information is used only for monitoring purposes. If you believe you may be disabled and may need any reasonable adjustments to be made in the recruitment and selection process or as part of your employment, please discuss this with the recruiting manger.</p>	
Yes	
No	
Prefer not to say	

9. Ethnic Origin	
White	
British	
English	
Scottish	
Welsh	
Irish	
Northern Irish	
Gypsy or Traveller	
Any other white background, please specify	
Mixed / multiple ethnic groups	
White and Asian	
White and Black African	
White and Black Caribbean	
Any other mixed background, please specify	
Asian / Asian British	
Bangladeshi	
Chinese	
Indian	
Pakistani	
Any other Asian background, please specify	
Black , African, Caribbean, Black British	
African	
Caribbean	
Prefer not to say	
Any other Black background (please state)	
Other Ethnic Group	
Arab	
Any other ethnic group (please state)	
Prefer not to say	

