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Non-custodial Career and Competence Framework

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Statement of Support

Skills for Health created the Non-custodial Career and Competence framework for NHS England non-custodial services, which will help with staff retention and recruitment as well as giving employees a clear idea of career advancement, supporting workforce planning for years to come.

The framework, which was developed in conjunction with employees, subject-matter specialists, and the NHS England Health and Justice Non-custodial team, whose contribution to this framework has been invaluable, will help us achieve our goal of providing people (in the non-custodial system) with high-quality healthcare delivered by committed and valued professionals while reducing health disparities.

To everybody who contributed to the creation of this framework, thank you; your work is very much appreciated.

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Background and Introduction

The workforce challenges for health and justice services around the recruitment and retention of staff are similar to those faced by the wider NHS, with the additional challenge of delivering care within a range of justice settings, to patients and individuals that often experience a wide range of significant health inequalities.

The health and justice Inclusive Workforce Programme was created in response to the NHS People Plan (2020/21), to help enable health and justice commissioned services tackle issues relating to workforce recruitment and retention. The Inclusive Workforce Programme aims *'to improve the recruitment and retention of a larger, more diverse, inclusive and representative workforce for all health and justice services and programmes'*.

Health and justice commissioned services relate to health services provided in prisons, young offender institutions, immigration removal centres (IRCs), secure children's homes, secure training centres and non-custodial upport services at the initial stages of the criminal justice system and post custody.

Skills for Health were commissioned by the Health and Justice Non-custodial Team, NHS England (NHSE) to work with representatives from across the non-custodial services, who formed Expert Reference Working Groups (ERWGs) to develop a Career and Competence Framework for the Non-custodial services. The framework illustrates the career pathway and progression routes across the non-custodial pathway, helping to support staff recruitment, retention and flexibility. Staff are able to see how they might move across not only non-custodial services but also from and into custodial roles as identified in the Adult Secure and Detained Estates (ASDE) Career and Competence Framework.

The Career and Competence Framework for the non-custodial services can help support the development and growth of the workforce in this setting. The framework enables staff to assess their own skills and competences against those required for a range of roles within non-custodial services as it supports the identification of the education and training required to progress and develop into new roles. The framework is a helpful tool for service mangers which can be used with staff, for example, at personal development reviews (PDRs), to identify areas for personal and professional development, and how they might be supported to attain the required levels of competence. It is also a beneficial resource for commissioners as well as education and training providers.

NHSE Health and Justice define Non-custodial Services as those that focus on appropriate diversion, support and recovery of those entering the criminal justice system (Liaison & Diversion, Healthcare in Criminal Court Settings and Mental Health Treatment Requirements (MHTR) through to and on release from a secure setting (RECONNECT and Enhanced RECONNECT). The non-custodial services provide a continuous pathway of support for individuals, ensuring communication and information sharing across the non-custodial program interfaces thereby supporting the individual's access to treatment and support across the pathway.

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[1] Adult Secure and Detained Estate (ASDE) Career and Competence Framework, NHS England, Health Education England and Skills for Health (2021)

The Non-custodial Career and Competence Framework brings these five non-custodial services together in one overarching career and competence framework.

The NHSE diagram below provides an overview of the non-custodial pathway.
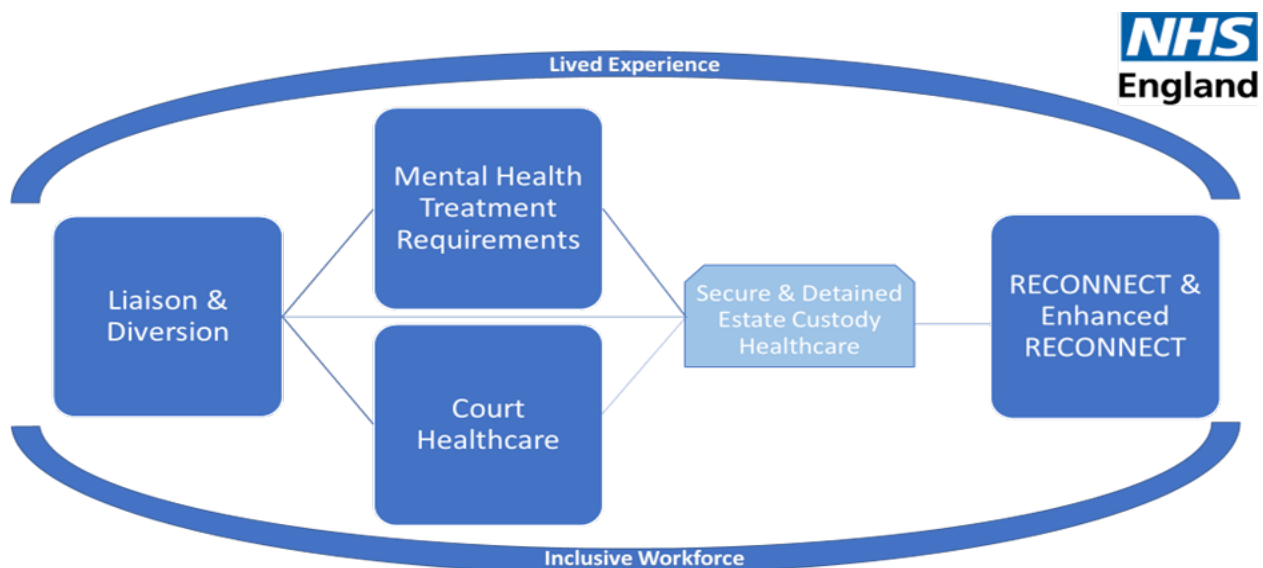
An overview and the aims of each of the of the five non-custodial services are described below:

Liaison & Diversion

Liaison & Diversion services identify people who have mental health, learning disability, substance misuse or other vulnerabilities when they first come into contact with the criminal justice system as suspects, defendants or offenders.

The service can then support people through the early stages of criminal system pathway, refer them for appropriate health or social care or enable them to be diverted away from the criminal justice system into a more appropriate setting, if required.

Liaison & Diversion services aim to improve overall health outcomes for people and to support people in the reduction of re-offending. It also aims to identify vulnerabilities in people earlier on which reduces the likelihood that they will reach a crisis-point and helps to ensure the right support can be put in place from the start.

Healthcare in Criminal Court Settings

NHSE has co-commissioned, with the Ministry of Justice, Healthcare in Criminal Court Settings services to provide appropriate healthcare in criminal courts (magistrates or crown), to deliver proportionate, effective, and quality healthcare for those temporarily detained in criminal court cells in England.

The service will provide support to manage and maintain an individuals' health and wellbeing during their time detained in the court setting, via a medical advice helpline. A triage clinician will provide remote triage and assessment for the individual, and determine the appropriate

response, which could be telemedicine's or to be seen in person by a clinician.

The joint/collaborative working arrangement between NHSE and His Majesty's Prison and Probation Service via the existing Prisoner Escort and Custody Services contract, aims to ensure that anyone who is detained in a criminal court setting in England has access to quality, timely healthcare advice, support and intervention to ensure their healthcare and welfare, and ability to attend court.

Mental Health Treatment Requirements

The Mental Health Treatment Requirement is one of three possible treatment requirements which may be sentenced to as part of a community or suspended sentence order, as listed below:

- Mental Health Treatment Requirement (MHTR),

- Drug Rehabilitation Requirement (DRR),

- Alcohol Treatment Requirement (ATR).

These three treatment requirements were introduced as a sentencing option in the Criminal Justice Act 2003. The MHTR legislation is for all people with mental health issues irrespective of their level of needs, for those from low level to more severe mental health issues requiring specialist secondary care services.

The overarching aim of this programme is to reduce reoffending and short custodial sentences for those with underlying mental health and associated vulnerabilities, by directly addressing and treating the underlying health and social issues which may be contributing toward the offending behaviours.

This programme provides pre-sentence screening, assessment, followed by MHTR treatment through a defined process for individuals sentenced to an MHTR.

RECONNECT

RECONNECT is a care after custody service that seeks to improve the continuity of care of individuals with an identified health need leaving prison or an IRC. This involves working with them before they are released to support their transition to community-based services, thereby safeguarding health gains made whilst in prison or an IRC.

RECONNECT services aim to improve the wellbeing of people leaving prison or IRCs, reduce health inequalities, and address health-related drivers of offending behaviours and/or absconding. Whilst not a service which provides clinical interventions, the RECONNECT service offers liaison, advocacy, signposting and support to those leaving prison or IRCs to support engagement in community-based health and support services.

The service will work with individuals up to 12 weeks pre-release and up to 6 months post-release to support and empower individuals to engage with their own healthcare needs. RECONNECT services ensure they undertake a holistic screening of individuals and collaborative assessments with individuals to effectively identify their health and social care needs, what matters to them and appropriate areas of support.

Enhanced RECONNECT

The Enhanced RECONNECT (ER) service builds upon the RECONNECT programme as an enhanced pathway of care. ER takes a collaborative partnership approach to managing the most complex and high-risk offenders who leave prison. ER aims to support those that do not meet the threshold or are unsuitable for other risk management and support intervention services, such as Intensive Intervention Risk Management Service.

ER services aim to reduce health related barriers that directly impact on the individual's engagement prior to, and upon leaving prison; to reduce health inequalities and address health-related drivers of serious and high-risk offending behaviours. The ER service is a psychologically led service that offers interventions, structured support, advocacy and signposting to those leaving prison to engage with community-based health and support services, to reduce social exclusion and thereby reduce their health-related offending behaviours.

Career Frameworks and Agenda for Change

A Career Framework can be utilised in a variety of settings and is not linked to pay. This makes it particularly useful in areas where staff are employed by different organisations and across sectors, such as justice and social care.

NHS 'Agenda for Change' is the pay system that incorporates job evaluation, the Knowledge and Skills Framework, terms and conditions and is specific to the NHS. It is evaluated within services.

The Career Framework provides a common language to support workforce planning and career development by identifying the characteristics and attributes of those working at different levels of the Career Framework and uses National Occupational Standards (NOS) to capture the knowledge and skills required for roles.

Whilst some of the Career Framework descriptors might use similar language to Agenda for Change, there is no automatic read across from Agenda for Change bands to levels within the Career Framework.

The levels for the roles identified within the Non-custodial Career and Competence Framework do not necessarily align with Agenda for Change bandings.

The Non-custodial Career and Competence Framework

The Non-custodial Career and Competence Framework is based on the Skills for Health Career Framework **(Table 1)**. This provides more general information on the level at which the job holder is required to function and is applicable to roles within the health, social care and justice sectors. Each level has characteristics and attributes that describe, for example, the levels of autonomy, responsibility, decision making, and critical analysis required for that in a role or job. It comprises 9 levels ranging from initial entry jobs at Level 1 to the most senior staff at Level 9.

This Framework document comprises the following two elements:

- A **career framework** for those working within non-custodial services. This covers 21 specific **role profiles** for roles across Liaison & Diversion, Healthcare in Criminal Court Settings, Mental Health Treatment Requirements, RECONNECT and Enhanced RECONNECT services. These role profiles are indicative of the types of roles found across non-custodial services. They are not meant to be prescriptive, but provide a useful starting point when managers are looking to develop job descriptions, and for staff wanting to understand more about how they may enter and progress within non-custodial services/settings or move into other health and justice settings.

- A **competence framework** for those working in non-custodial services. The competences used are National Occupational Standards (NOS)[2] that describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence. They focus on what the person needs to be able to do as well as what they must know and understand to work effectively. The NOS identified within this framework relate to the provision of services within the non-custodial pathway, a sub-set of which will relate to specific job roles.

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[2] Skills for Health, National Occupational Standards overview

The Non-custodial Career Framework

The Non-custodial Career Framework comprises roles from Level 2 to Level 8 of the Skills for Health Career Framework. There were no roles identified by the ERWGs for development at Levels 1 and 9. The roles developed are as detailed in Table 1 below.

There are several roles identified within the framework relating to the provision of services across the non-custodial pathway, providing an opportunity for career progression. Individuals will be able to progress into different roles within the framework, either vertically or laterally.

An individual, for example, may enter the Liaison & Diversion service as a Peer Support Worker at Level 3 and progress to a Level 4 Engagement Worker within the RECONNECT service after undertaking the required training and development. An example of lateral progression may include a nurse working within an NHS Trust moving to work within a Healthcare in Criminal Court Setting service.

The role profiles developed for the Non-custodial Career and Competence Framework when used in practice, can be adapted to meet local service requirements.

Table 1: The Non-custodial Career Framework

Career Framework Level	Liaison & Diversion	Healthcare in Criminal Court Settings	Mental Health Treatment Requirements	RECONNECT/Enhanced RECONNECT
Level 9 – People working at level 9 require knowledge at the most advanced frontier of the field of work and at the interface between fields. They will have responsibility for the development and delivery of a service to a population, at the highest level of the organisation. **(no roles were identified at this level)**				
Level 8 - People working at level 8 of the career framework require highly specialised knowledge, some of which is at the forefront of knowledge in a field of work, which they use as the basis for original thinking and/or research. They are leaders with considerable responsibility for service improvement, and the ability to research and analyse complex processes. They have responsibility for service improvement or development. They may have considerable clinical and/or management responsibilities, be accountable for service delivery or have a leading education or commissioning role.	**Strategic Manager**	**Triage Clinician (Doctor)**		
Level 7 - People at level 7 of the career framework have a critical awareness of knowledge issues in the field of work and at the interface between different fields. They are innovative and have responsibility for developing and changing practice and/or services in a complex and unpredictable environment.	**Operational/ Service Manager**		**Clinical Lead**	**Service Manager** **Clinical Lead (Enhanced RECONNECT)**
Level 6 - People at level 6 require a critical understanding of detailed theoretical and practical knowledge, are specialist and/or have management and leadership responsibilities. They demonstrate initiative and are creative in finding solutions to problems. They have some responsibility for team performance and service development, and they consistently undertake self-development.	**Specialist Practitioner**	**Paramedic/Nurse** **Triage Clinician (Paramedic/Nurse)**		**Clinician/Clinical Lead (RECONNECT)**

Career Framework Level	Liaison & Diversion	Healthcare in Criminal Court Settings	Mental Health Treatment Requirements	RECONNECT/Enhanced RECONNECT
Level 5 - People at level 5 will have a comprehensive knowledge, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge to solve problems creatively, make judgements which require analysis an interpretation, and actively contribute to service and self-development. They may have responsibility for supervision of staff or training.	**Practitioner**			**Senior Engagement Worker**
Level 4 - People at level 4 require factual and theoretical knowledge in broad contexts within a field of work. Work is guided by standard operating procedures, protocols or systems of work, but the worker makes judgements, plans activities, contributes to service development and demonstrates self-development. They may have responsibility for supervision of some staff.	**Senior Administrator** **Engagement Worker**		**Primary Care Practitioner**	**Engagement Worker**
Level 3 - People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2, and will have more responsibility, with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.	**Administrator** **Peer Support Worker**			**Administrator** **Peer Support Worker**
Level 2 - People at level 2 require basic factual knowledge of a field of work. They may carry out clinical, technical, scientific or administrative duties according to established protocols or procedures, or systems of work.	**Volunteer**			
Level 1 - People at level 1 are at entry level and require basic general knowledge. They undertake a limited number of straightforward tasks under direct supervision. They could be any new starter to work in the health sector, and progress rapidly to level 2. **(no roles were identified at this level)**				

The Non-custodial Competence Framework

The purpose of a competence framework is to identify all the activities that take place within a pathway or service. It includes NOS (competences) relevant to the activities being undertaken by those working along the pathway/within the service. The competences include knowledge and understanding as well as performance criteria. Whilst they cover a function, they do not reflect the overall level of a role.

NOS (competences) are developed to describe the level of competence for a function, rather than for specific staff groups and therefore should be interpreted as applying to the context in which an individual works. Some competences may appear from the title to be applicable only in a health setting, for example, 'Communicate Effectively in a Healthcare Environment.' However, the knowledge and performance criteria within it are applicable in a wide range of settings, including health and justice, and social care.

The competences included in this framework are drawn from health, social care, the justice sector and other areas, including leadership and management, administration and learning and development. They have been used within the role profiles to describe identified roles within non-custodial services, alongside their career framework level.

The competence framework focuses on managing individuals within an approach whereby services work collaboratively to ensure that individuals receive coordinated multi-agency support to address their identified health and social care needs.

The competences identified will complement protocols and guidelines used within non-custodial services, as they describe the knowledge required and the performance criteria that should be met by an individual working with those protocols and guidelines.

Core Competences

The competences in Table 2 are core and relate to **any** role at the levels specified within the Skills for Health Career Framework.

The non-custodial services role profile templates include the core competences below, and are the competences that staff are expected to demonstrate at the relevant Career Framework Level.

Table 2: Core Competences at Career Framework Level

Competence	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Communicate effectively in a healthcare environment	✓	✓	✓	✓	✓	✓	✓
Perform hand hygiene to prevent the spread of infection	✓	✓	✓	✓	✓	✓	✓
Make sure your own actions reduce risks to health and safety	✓	✓	✓	✓	✓	✓	✓
Make sure your actions contribute to a positive and safe working culture	✓	✓	✓	✓	✓	✓	✓
Act within the limits of your competence and authority	✓	✓	✓	✓	✓	✓	✓
Use digital communications	✓	✓	✓	✓	✓	✓	✓
Support the safeguarding of individuals		✓	✓	✓	✓	✓	✓
Uphold the rights of individuals	✓	✓	✓	✓	✓	✓	✓

Competence	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Comply with legal requirements for maintaining confidentiality in healthcare	✓	✓	✓	✓	✓	✓	
Contribute to the improvement of services	✓						
Contribute to the effectiveness of teams	✓	✓	✓	✓	✓	✓	✓
Store and retrieve information using a fling system	✓	✓	✓	✓	✓	✓	✓
Develop your own knowledge and practice	✓	✓	✓				✓
Manage and organise your own time and activities		✓	✓	✓	✓	✓	✓
Monitor your own work practices	✓	✓	✓	✓	✓	✓	✓
Monitor, evaluate and improve inter-agency services for addressing health and wellbeing needs							✓

Competence	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Develop and sustain productive working relationships with colleagues				✓	✓	✓	✓
Synthesise new knowledge into the development of your own practice				✓	✓	✓	✓
Develop and maintain your professional networks				✓	✓	✓	
Develop your practice through reflection and learning				✓	✓	✓	✓
Take responsibility for the continuing professional development of yourself and others				✓	✓	✓	✓
Identify and evaluate opportunities for innovation and improvement				✓	✓	✓	✓
Promote the rights and diversity of individuals				✓	✓	✓	✓
Implement change						✓	✓

Role Specific Competences

In addition to the core competences detailed above, role specific competences for the identified roles within each of the non-custodial pservices have been identified and are included within the role profile templates. The table for each non-custodial service illustrates where competences occur across roles at different levels of the Career Framework, enabling individuals to identify any additional knowledge or skills they may require in order to not only to move within an area of work, but across the non-custodial pathway as a whole.

Table 3: Role Specific Competences at Career Framework Level for Non-custodial Services

Role Specific Competences – Liaison & Diversion										
Underpinning Principles	Competences	Volunteer Level 2	Administrator Level 3	Peer Support Worker Level 3	Senior Administrator Level 4	Engagement Worker Level 4	Practitioner Level 5	Specialist Practitioner Level 6	Operational/ Service Manager Level 7	Strategic Manager Level 8
Communication	Support individuals with communication and interaction difficulties	✓		✓					✓	
	Communicate with individuals, groups and communities about promoting their health and wellbeing in a defined caseload			✓						
	Develop effective relationships with individuals	✓		✓		✓				
	Develop and sustain effective working with staff from other agencies							✓		
	Communicate effectively with people	✓	✓	✓	✓	✓	✓	✓	✓	
	Communicate with people in vulnerable groups		✓		✓	✓	✓	✓	✓	
	Advise on access to and use of services	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Support individuals to access information on services and facilities	✓		✓						
	Advise and inform others on services	✓	✓	✓	✓	✓	✓	✓	✓	✓

Underpinning Principles	Competences	Volunteer Level 2	Administrator Level 3	Peer Support Worker Level 3	Senior Administrator Level 4	Engagement Worker Level 4	Practitioner Level 5	Specialist Practitioner Level 6	Operational/Service Manager Level 7	Strategic Manager Level 8
Personal and people development	Obtain, analyse and provide information required for courts and formal hearings						✓	✓		
	Promote effective communication with individuals who are troubled or distressed					✓				
	Develop and maintain your professional networks			✓		✓				
	Develop and maintain your professional connections								✓	
	Make use of supervision			✓		✓	✓	✓	✓	
	Provide supervision to other individuals							✓		✓
	Manage personal development and reflect on current practice						✓		✓	
	Support individuals' learning and development				✓					
	Support individuals to access learning, training and development opportunities						✓	✓	✓	
	Peer training and mentoring						✓	✓		✓
	Manage people's performance at work								✓	
	Support and challenge workers on specific aspects of their practice								✓	
Health, Safety and Security	Manage hostility and risks with non-cooperative individuals, families and carers						✓			
	Supervise the health, safety and welfare of an individual at work							✓		
	Manage lone workers							✓	✓	✓
	Support the safeguarding and protection of people from vulnerable groups		✓					✓		
	Investigate and evaluate incidents of violence at work								✓	✓
	Investigate work related incidents, incidents, ill health reports and complaintsfor the purposes of health and safety regulations								✓	✓

Underpinning Principles	Competences	Volunteer Level 2	Administrator Level 3	Peer Support Worker Level 3	Senior Administrator Level 4	Engagement Worker Level 4	Practitioner Level 5	Specialist Practitioner Level 6	Operational/Service Manager Level 7	Strategic Manager Level 8
	Contribute to the prevention and management of abusive, aggressive and challenging behavior					✓				
Service Improvement	Promote continuous improvement				✓	✓				
	Contribute to the improvement of services		✓							
	Work with others to improve customer service		✓							
Quality	Manage and organise your own time and activities			✓						
	Quality assure work in your team								✓	✓
	Facilitate the clinical audit process								✓	
	Carry out quality audits								✓	✓
	Review and evaluate current service provision									✓
	Manage a service which achieves the best possible outcomes for the individual									✓
	Ensure compliance with legal, regulatory, ethical and social requirements									✓
Equality and Diversity	Promote peoples' rights and encourage them to recognise their responsibilities					✓	✓			
	Promote the rights and diversity of individuals					✓				
Assessment	Identify potential mental health needs and related issues	✓		✓						
	Screen individuals' health and well-being on reception into a custodial setting						✓			
	Assess offenders for risk factors and levels of risk associated with their behaviour						✓			

Underpinning Principles	Competences	Volunteer Level 2	Administrator Level 3	Peer Support Worker Level 3	Senior Administrator Level 4	Engagement Worker Level 4	Practitioner Level 5	Specialist Practitioner Level 6	Operational/ Service Manager Level 7	Strategic Manager Level 8
	Assess individuals' needs and plan agreed activities							✓		
	Carry out screening and referral assessment in a substance misuse setting							✓		
	Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances							✓		
Health Intervention	Recognise problematic use of alcohol or other substances and refer individuals to services	✓		✓		✓				
	Support individuals who are distressed	✓		✓						
	Obtain valid consent for healthcare investigations in a custodial setting						✓	✓		
	Support people with mental health needs in crisis						✓	✓		
	Refer individuals to specialist sources of assistance in order to meet their healthcare needs					✓				
	Contribute to the assessment of needs and the planning, evaluation and review of individualised programmes of care for individuals					✓				
	Implement specific parts of individualised care programmes					✓				
Health Promotion and Protection	Support individuals to access and use services and facilities	✓		✓			✓			
	Support individuals to access information on services and facilities	✓					✓			
	Enable individuals to change their behaviour to improve their own health and wellbeing	✓		✓						
	Enable people to address issues related to health and wellbeing	✓		✓						
	Advocate with and on behalf of individuals	✓		✓						
	Plan, monitor and review integrated packages of interventions and support to address individuals' offending behaviour						✓			

Underpinning Principles	Competences	Volunteer Level 2	Administrator Level 3	Peer Support Worker Level 3	Senior Administrator Level 4	Engagement Worker Level 4	Practitioner Level 5	Specialist Practitioner Level 6	Operational/ Service Manager Level 7	Strategic Manager Level 8
	Contribute to raising awareness of health issues							✓		
	Support individuals with programmes to promote positive behaviour								✓	
	Work in partnership with others to plan how to put strategies for improving health and well being into effect									✓
Information Management/Information and Communication Technology	Retrieve and present structured data		✓		✓					
	Enter, retrieve and print data		✓		✓					
	Collate and organise data		✓		✓					
	Analyse and report data				✓					
	Collect and validate data and information in a health context						✓	✓	✓	
	Analyse data and information and present outputs in a health context								✓	
	Maintain the security of data through own actions		✓							
Education, Learning and Research	Facilitate individual learning and development					✓			✓	
	Support individuals with cognition and learning difficulties								✓	
	Interpret research findings and implement them in practice								✓	✓
	Produce a detailed research and development plan									✓
	Interpret results of research and development activities									✓
Management and Administration	Lead and motivate volunteers			✓						
	Recruit and place volunteers			✓						
	Induct volunteers			✓						
	Support the organisation of meetings		✓							
	Plan and organise meetings				✓					

Underpinning Principles	Competences	Volunteer Level 2	Administrator Level 3	Peer Support Worker Level 3	Senior Administrator Level 4	Engagement Worker Level 4	Practitioner Level 5	Specialist Practitioner Level 6	Operational/ Service Manager Level 7	Strategic Manager Level 8
	Organise and run meetings	✓	✓		✓					
	Handle mail		✓							
	Deal with messages and information		✓							
	Receive, transmit, store and retrieve information		✓							
	Make and receive phone calls		✓							
	Share information with other organisations		✓							
	Maintain effective working relationships with staff in other agencies		✓							
	Contribute to effective multidisciplinary team working		✓							
	Manage an office facility				✓					
	Prepare text from notes		✓		✓					
	Take minutes		✓		✓					
	Process information for decision-making				✓					
	Manage the development and direction of work								✓	✓
	Lead your team							✓	✓	✓
	Participate in inter-disciplinary team working to support individuals					✓	✓			
	Allocate work to team members								✓	
	Identify team members' need for psychological support								✓	
	Develop and sustain productive working relationships with stakeholders								✓	✓
	Recruit people for your business								✓	
	Chair meetings							✓	✓	✓
	Manage projects								✓	✓
	Manage budgets								✓	✓
	Obtain, analyse and provide information required for courts and formal hearings								✓	

Underpinning Principles	Competences	Volunteer Level 2	Administrator Level 3	Peer Support Worker Level 3	Senior Administrator Level 4	Engagement Worker Level 4	Practitioner Level 5	Specialist Practitioner Level 6	Operational/ Service Manager Level 7	Strategic Manager Level 8
	Present information to courts and formal hearings						✓	✓	✓	
	Represent your area of responsibility in meetings					✓	✓	✓	✓	✓
	Represent one's own agency at other agencies' meetings								✓	✓
	Search information, evidence and knowledge resources and communicate results							✓		
	Provide leadership in your area of responsibility									✓
	Assess and agree priorities for services and resources									✓
	Promote your organisation and its services to stakeholders									✓
	Develop, sustain and evaluate joint working between agencies									✓
	Enable workers and agencies to work collaboratively									✓
	Plan what people your business needs									✓
	Specify, commission and manage external contracts and agreements									✓
	Develop and sustain productive working relationships with colleagues					✓				

Role Specific Competences – Healthcare in Criminal Court Settings

Underpinning Principles	Competences	Triage Clinician (Paramedic / Nurse) Level 6	Paramedic / Nurse Level 6	Triage Clinician (Doctor) Level 8
Communication	Communicate effectively with people	✓	✓	✓
	Communicate with people from vulnerable groups	✓	✓	✓
	Provide clinical information to individuals	✓	✓	✓
	Advise on the health status and healthcare needs of individuals at a distant location using electronic communication media	✓	✓	✓
	Provide clinical care advice and information to others pending the attendance of emergency assistance	✓	✓	✓
	Provide interim clinical advice to individuals who are waiting for treatment and care	✓	✓	✓
	Develop and sustain effective working with staff from other agencies	✓	✓	✓
	Advise on access to and use of services	✓	✓	✓
	Advise and inform others on services	✓	✓	✓
Personal and people development	Make use of supervision	✓	✓	
	Peer training and mentoring	✓	✓	
Health, Safety and Security	Minimise the risks to an individual and staff during clinical interventions and violent aggressive episodes	✓	✓	

Underpinning Principles	Competences	Triage Clinician (Paramedic / Nurse) Level 6	Paramedic / Nurse Level 6	Triage Clinician (Doctor) Level 8
	Maintain health, safety and security practices within a health setting	✓	✓	
	Prioritise individuals for treatment and care	✓		
	Support the safeguarding and protection of people from vulnerable groups	✓	✓	✓
Assessment	Assess individuals' needs and plan agreed activities	✓	✓	✓
	Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances	✓		
	Assess the need for intervention and present assessments of individuals' needs and related risks	✓	✓	
	Carry out comprehensive assessments of individual's health and wellbeing in a custodial setting		✓	
	Investigate and diagnose an unwell older person presenting for emergency assistance		✓	
	Investigate and diagnose an individual presenting for emergency assistance with fever		✓	
	Investigate and diagnose an individual presenting for emergency assistance as the result of a fall		✓	
	Investigate and diagnose an individual presenting for emergency assistance with ear, nose and throat problems		✓	
	Investigate and diagnose an individual presenting for emergency assistance with altered behavior		✓	

Underpinning Principles	Competences	Triage Clinician (Paramedic / Nurse) Level 6	Paramedic / Nurse Level 6	Triage Clinician (Doctor) Level 8
	Investigate and diagnose an individual presenting for emergency assistance with tissue trauma		✓	
	Investigate and diagnose an individual presenting for emergency assistance with skin rashes/dermatological features		✓	
	Investigate and diagnose an individual presenting for emergency assistance with toxic ingestion		✓	
	Investigate and diagnose an individual presenting for emergency assistance with altered consciousness, dizziness, faints and fits		✓	
	Investigate and diagnose an individual presenting for emergency assistance with breathlessness		✓	
	Investigate and diagnose an individual presenting for emergency assistance with bleeding and fluid loss		✓	
	Investigate and diagnose an individual presenting for emergency assistance with pain		✓	
	Assess individuals' needs and plan agreed activities		✓	
	Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances		✓	
	Prioritise individuals for treatment and care		✓	
	Support individuals who misuse substances		✓	

Underpinning Principles	Competences	Triage Clinician (Paramedic / Nurse) Level 6	Paramedic / Nurse Level 6	Triage Clinician (Doctor) Level 8
Health Intervention	Obtain valid consent for healthcare investigations in a custodial setting	✓	✓	✓
	Prioritise individuals for further assessment, treatment and care	✓	✓	✓
	Anticipate and assess the risk of emergencies	✓	✓	✓
	Perform advanced life support for an adult		✓	✓
	Provide intermediate life support		✓	✓
	Manage emergency situations		✓	✓
	Administer medication to individuals		✓	✓
	Establish the details of the individual needing care			✓
	Obtain supporting information to inform the assessment of an individual			✓
	Manage the prescription of controlled drugs for substance users			✓
	Form a professional judgement of an individual's health condition			✓
Health Promotion and	Contribute to raising awareness of health issues	✓	✓	
Protection	Enable individuals to change their behaviour to improve their own health and wellbeing	✓		

Underpinning Principles	Competences	Triage Clinician (Paramedic / Nurse) Level 6	Paramedic / Nurse Level 6	Triage Clinician (Doctor) Level 8
Information Management/ Information and Communication Technology	Collect and validate data and information in a health context	✓	✓	
Education, Learning and Research	Interpret results of research and development activities			✓
Management and Administration	Present information to courts and formal hearings		✓	
	Represent your area of responsibility in meetings			✓
	Lead your organisation			✓
	Promote your organisation and its services to stakeholders			✓
	Develop and sustain working relationships with colleagues and stakeholders			✓

Role Specific Competences – Mental Health Treatment Requirements

Underpinning Principles	Competences	Primary Care Practitioner Level 4	Clinical Lead Level 7
Communication	Advise and inform others on services	✓	✓
	Advise on access to and use of services	✓	✓
	Advise on requirements for choice of therapeutic intervention		✓
Personal and people development	Develop your knowledge, skills and competence to meet the requirements of your work	✓	
	Develop and maintain your professional connections		✓
	Plan and manage own workload		✓
	Manage personal development and reflect on current practice		✓
	Make use of supervision	✓	
	Support individuals to take part in development activities	✓	
	Support individuals to access learning, training and development opportunities		✓
	Provide supervision		✓
	Support and challenge workers on specific aspects of their practice		✓
	Manage and quality assure work in your team		✓
Health, Safety and Security	Support the safeguarding and protection of people from vulnerable groups	✓	✓
	Manage hostility and risks with non-cooperative individuals, families and carers	✓	✓

Underpinning Principles	Competences	Primary Care Practitioner Level 4	Clinical Lead Level 7
Service Improvement	Contribute to the improvement of services	✓	
	Evaluate and improve the quality of your products and services	✓	
	Identify and evaluate opportunities for innovation and improvement	✓	✓
Quality	Improve the quality of health and healthcare interventions and services through audit and evaluation	✓	✓
	Work with service providers to carry out self-assessment	✓	
	Promote compliance through use of regulatory		✓
	Manage a service which achieves the best possible outcomes for the individual		✓
	Facilitate the clinical audit process		✓
Equality and Diversity	Foster people's equality, diversity and rights		✓
	Challenge injustice and inequalities in access to mainstream provision for people with specific health needs	✓	
	Work with service providers to support people with mental health needs in ways which respect their values and promotes their rights		✓
Assessment	Conduct health screening programmes	✓	
	Plan assessment of an individual's health status	✓	✓
	Assess risks associated with health conditions	✓	✓
	Plan inter-disciplinary assessment of the health and well-being of individuals		✓
	Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances	✓	
	Assess the need for intervention and present assessments of individuals needs and related risks	✓	

Underpinning Principles	Competences	Primary Care Practitioner Level 4	Clinical Lead Level 7
	Establish an individual's suitability to undergo an intervention	✓	✓
	Identify mental health needs and related issues		✓
Health Intervention	Review the effectiveness of therapeutic interventions with people with mental health needs	✓	✓
	Evaluate the delivery of care plans to meet the needs of individuals		✓
	Evaluate treatment plans with individuals and those involved in their care		✓
	Provide clinical interpretation from investigations		✓
Health Promotion and Protection	Work in partnership with others to promote health and wellbeing and reduce risks within settings	✓	
	Communicate data and information about the health and wellbeing and related needs of a defined population	✓	
	Work with community networks and partnerships	✓	
	Enable individuals to change their behavior to improve their own health and wellbeing	✓	✓
	Prepare, implement and evaluate group activities		✓
Information Management/Information and Communication Technology	Search databases and sources of information	✓	
	Collect and validate data and information in a health context	✓	
	Carry out and analyse research		✓
	Critically appraise clinical information and evidence		✓
Education, Learning and Research	Develop and prepare resources for learning and development	✓	
	Assist others to plan presentations to enable learning		✓
	Design and formulate a research and development proposal		✓
	Produce a detailed research and development plan		✓

Underpinning Principles	Competences	Primary Care Practitioner Level 4	Clinical Lead Level 7
Management and Administration	Interpret research findings and implement them in practice		✓
	Contribute to effective multidisciplinary team working	✓	
	Maintain effective working relationships with staff in other agencies	✓	
	Provide leadership to your team		✓
	Develop and sustain collaborative relationships with departments and other organisations	✓	✓
	Lead meetings to achieve objectives		✓
	Share information with other organisations	✓	
	Search information, evidence and knowledge	✓	
	Administer the current records system	✓	
	Represent one's own agency at meetings	✓	✓
	Record, store and supply information using a paper-based filing system	✓	
	Manage information governance in a health context		✓
	Recruit, induct and retain employees into their roles		✓

Role Specific Competences – RECONNECT and Enhanced RECONNECT

Underpinning Principles	Competences	Administrator Level 3	Peer Support Worker Level 3	Engagement Worker Level 4	Senior Engagement Worker Level 5	Clinician/ Clinical Lead Reconnect Level 6	Clinical Lead Enhanced Reconnect Level 7	Service Manager Level 7
Communication	Communicate with people from vulnerable groups	✓	✓	✓	✓	✓	✓	✓
	Develop effective relationships with individuals		✓	✓	✓			✓
	Advise and inform others on services		✓	✓	✓		✓	
	Make and maintain personal and professional boundaries with individuals in a secure setting			✓				
	Advise on access to and use of services		✓					
	Support individuals to access information on services and facilities		✓					
	Communicate with individuals, groups and communities about promoting their health and wellbeing in a defined caseload		✓					
	Support individuals with communication and interaction difficulties		✓					
	Develop and sustain effective working with staff from other agencies					✓		✓
	Provide and present information for courts and formal hearings					✓		✓
	Advise on requirements for choice of therapeutic intervention					✓		
	Provide clinical information to individuals						✓	
Personal and people development	Develop your knowledge, skills and competence to meet the requirements of your work		✓	✓	✓			
	Enable people to address issues related to health and wellbeing		✓	✓	✓			

Underpinning Principles	Competences	Administrator Level 3	Peer Support Worker Level 3	Engagement Worker Level 4	Senior Engagement Worker Level 5	Clinician/ Clinical Lead Reconnect Level 6	Clinical Lead Enhanced Reconnect Level 7	Service Manager Level 7
	Support individuals to access and use services and facilities		✓	✓	✓			
	Make use of supervision		✓	✓	✓	✓	✓	✓
	Provide supervision				✓	✓	✓	✓
	Identify potential mental health needs and related issues		✓					
	Recognise problematic use of alcohol or other substances and refer individuals to services		✓					
	Support individuals who are distressed		✓					
	Develop and maintain your professional connections						✓	
	Undertake coaching or mentoring				✓			
	Support individuals to access learning, training and development opportunities				✓	✓	✓	✓
	Peer training and mentoring					✓		✓
	Manage personal development and reflect on current practice					✓	✓	
	Manage people's performance at work						✓	
	Support and challenge workers on specific aspects of their practice						✓	
Health, Safety and Security	Manage hostility and risks with non-cooperative individuals, families and carers			✓	✓	✓		✓
	Manage lone workers		✓	✓	✓	✓	✓	✓
	Supervise the health, safety and welfare of an individual at work						✓	✓
	Support the safeguarding and protection of people from vulnerable groups	✓	✓		✓			✓
	Maintain health, safety and security practices within a health setting					✓		✓
	Provide healthy, safe and secure working environments and practices						✓	
	Investigate and evaluate incidents of violence at work						✓	✓
Service Improvement	Contribute to the improvement of services	✓	✓	✓	✓	✓		✓
	Work with others to improve customer service	✓						

Underpinning Principles	Competences	Administrator Level 3	Peer Support Worker Level 3	Engagement Worker Level 4	Senior Engagement Worker Level 5	Clinician/ Clinical Lead Reconnect Level 6	Clinical Lead Enhanced Reconnect Level 7	Service Manager Level 7
	Identify and evaluate opportunities for innovation and improvement			✓	✓	✓	✓	✓
	Maintain an effective relationship with the client			✓	✓			
Quality	Quality assure work in your team						✓	
	Manage a service which achieves the best possible outcomes for the individual						✓	
	Promote compliance through use of regulatory Framework							✓
	Ensure compliance with legal, regulatory, ethical and social requirements							✓
	Carry out quality audits						✓	
	Facilitate the clinical audit process						✓	
Assessment	Assess the need for intervention and present assessments of individuals and related risks			✓	✓			✓
	Observe an individual who presents a significant imminent risk to themselves or others			✓				
	Carry out comprehensive assessments of individuals' health and wellbeing in a custodial setting			✓	✓	✓		✓
	Assess offenders for risk factors and levels of risk associated with their behaviour			✓	✓			✓
	Assess individuals' needs and plan agreed activities					✓		✓
	Identify mental health needs and related issues					✓		✓
	Establish an individual's suitability to undergo an intervention					✓		✓
	Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances					✓		✓
	Co-ordinate programmes involving several agencies							✓
Health	Promote individuals' positive self-esteem and sense of identity		✓					

Underpinning Principles	Competences	Administrator Level 3	Peer Support Worker Level 3	Engagement Worker Level 4	Senior Engagement Worker Level 5	Clinician/ Clinical Lead Reconnect Level 6	Clinical Lead Enhanced Reconnect Level 7	Service Manager Level 7
Interventions	Enable people with mental health needs to participate in activities and networks		✓			✓		
	Provide clinical interpretation from investigations						✓	
	Review the effectiveness of therapeutic interventions with people with mental health needs							✓
Health promotion and protection	Work in partnership with others to promote health and wellbeing and reduce risks within settings			✓	✓			
	Communicate with individuals about promoting their health and wellbeing		✓	✓	✓	✓		✓
	Enable individuals to change their behaviour to improve their own health and wellbeing		✓		✓	✓		✓
	Work with community networks and partnerships			✓	✓			
	Support individuals in the community		✓	✓	✓	✓		✓
	Obtain information from offenders regarding their behaviour			✓	✓			
	Model pro-social behaviour when working with individuals			✓	✓			
	Support and encourage individuals in addressing their offending behaviour			✓	✓			
	Plan, monitor and review integrated packages of interventions and support to address individuals' offending behaviour			✓	✓			
	Manage information and materials for access by patients or carers		✓					
	Assist individuals to evaluate and contact support networks		✓					
	Support collaborative and partnership work		✓					
	Advocate with and on behalf of individuals		✓					
	Carry out and analyse research						✓	
Information Management/	Enter, retrieve and print data in a database	✓						
	Collate and organise data	✓						

Underpinning Principles	Competences	Administrator Level 3	Peer Support Worker Level 3	Engagement Worker Level 4	Senior Engagement Worker Level 5	Clinician/ Clinical Lead Reconnect Level 6	Clinical Lead Enhanced Reconnect Level 7	Service Manager Level 7
Information and Communication Technology	Maintain the security of data through own actions	✓						
	Retrieve and present structured data	✓						
	Collect and validate data and information in a health context					✓	✓	✓
	Critically appraise clinical information and evidence						✓	
Management and Administration	Handle mail	✓						
	Provide leadership to your team					✓	✓	✓
	Deal with messages and information	✓						
	Receive, transmit, store and retrieve information	✓						
	Make and receive phone calls	✓						
	Share information with other organisations	✓						
	Maintain effective working relationships with staff in other agencies	✓		✓	✓			
	Contribute to effective multidisciplinary team working	✓		✓	✓			
	Prepare text from notes	✓						
	Take minutes	✓						
	Enable workers and agencies to work collaboratively			✓	✓			
	Develop and sustain collaborative relationships with departments and other organisations			✓	✓		✓	✓
	Represent one's own agency at meetings		✓	✓	✓		✓	
	Develop and sustain working relationships with colleagues and stakeholders		✓					
	Participate in inter-disciplinary team working to support individuals					✓		✓
	Manage team communications				✓			
	Manage conflicts in work				✓			
	Represent your area of responsibility in meetings				✓			
	Lead and motivate volunteers				✓			
	Develop and sustain cross-sectoral collaborative working for health and wellbeing				✓			

Principles	Competences	Administrator Level 3	Peer Support Worker Level 3	Engagement Worker Level 4	Senior Engagement Worker Level 5	Clinician/ Clinical Lead Reconnect Level 6	Clinical Lead Enhanced Reconnect Level 7	Service Manager Level 7
	Present information to courts and formal hearings					✓		✓
	Lead meetings to achieve objectives					✓	✓	✓
	Search information, evidence and knowledge resources and communicate the results					✓		✓
	Manage the development and direction of work						✓	
	Develop, sustain and evaluate collaborative working with other organisations						✓	
	Develop and manage multi-agency partnerships						✓	
	Manage projects						✓	
	Manage budgets						✓	
	Specify, commission and manage external contracts and agreements						✓	
	Manage information governance in a health context						✓	
	Recruit, induct and retain employees into their roles						✓	
Education, Learning and Research	Design and formulate a research and development proposal						✓	
	Produce a detailed research and development plan						✓	
	Interpret research findings and implement them in practice						✓	

Summary

The Non-custodial Career and Competence Framework will assist the recruitment of new staff with an increased scope for career choices, support the retention of existing staff through increased opportunities for career progression, and aid the development of a more flexible workforce, with enhanced opportunities for integrated working.

Clearly articulating the competences required to deliver services to individuals accessing the non-custodial pathway will ultimately aid in improving the quality of care and support being delivered.

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