**Job Description**

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| **Job role:** | Regional Non-Custodial Relationship and Liaison Manager |
| **Job Title:** | Regional Non-Custodial Relationship and Liaison Manager |
| **Department:** | Liaison and Diversion, Non-custodial Team |
| **Accountable to:** | Regional Manager Non-Custodial Services |
| **Based at:** | Hybrid - across Yorkshire and Humber |

Practice Plus Group’s mission is **Access to Excellence**. Our core values are;

* we treat patients and each other as we would like to be treated
* we act with integrity
* we embrace diversity
* we strive to do things better together



Patients can only access excellence if we commit to living our values in everything we do when we’re at work.

People who have contact with the criminal justice system are some of the most vulnerable in society, with offending often driven by an unmet health or social care need. Our non-custodial services aim to engage, assess and divert vulnerable people out of the criminal justice system and into services to support them long term. We do this by having staff based at each point of the criminal justice system, working with partners to identify those who need support, and multidisciplinary teams in the community to support clients into services.

**The role**

This role requires a dynamic and experienced Relationships and Liaison Manager to lead strategic engagement across the Yorkshire Liaison and Diversion (L&D) services. This role is pivotal in strengthening multi-agency collaboration, enhancing service delivery, and ensuring vulnerable individuals in contact with the criminal justice system receive timely and appropriate support.

**Key Responsibilities**

* Strategic Partnership Development: Build and maintain effective relationships with key stakeholders including Police, Probation, Courts, NHS Trusts, Local Authorities, VCSE organisations, and service users.
* Service Integration: Facilitate integrated care pathways alongside our Heads of Service, across health, social care, and justice systems to support individuals with mental health, learning disabilities, substance misuse, or other vulnerabilities.
* Stakeholder Engagement: Represent the L&D service at regional forums, partnership boards, and strategic planning meetings. Act as a liaison between operational teams and external partners.
* Innovation and Improvement: Identify opportunities for service development and innovation through collaborative working. Lead on partnership projects and pilot initiatives.
* Monitoring and Reporting: Track partnership outcomes, produce reports for commissioners and stakeholders, and contribute to service evaluations and audits.
* Training and Awareness: Deliver training and awareness sessions to partners on the role and impact of L&D services.

You will contribute to our strategy and vision to;

**Provide** outstanding evidence-based care to our patients, seeking out, listening to and acting on their feedback, so that care is personalised and informed by what matters to them.  You will work with individuals providing advice, support and information and manage a case load of patients.

**Deliver** non-judgemental care that makes a real difference.  You will monitor therapeutic responses to medication and potential side effects liaising with prescribers as required.

**Inspire** excellence by forging strong links with our partners and stakeholders and providing a service that people can trust, feel safe within, and feel proud of.

**Promote** best practice, clinical supervision, evidence-based care and continuous quality improvement, embedding a culture of shared learning.

**Share** knowledge, skills and expertise to ensure safe care, building strong multi-disciplinary teams and supporting each other to do a great job.

**About you**

* Proven experience in partnership management or stakeholder engagement within health, social care, or criminal justice settings.
* Strong understanding of the Liaison and Diversion model and its role within the criminal justice system.
* Excellent communication, negotiation, and interpersonal skills.
* Ability to work across organisational boundaries and influence at senior levels.
* Commitment to equality, diversity, and trauma-informed practice.
* Experience working within NHS or public sector services.
* Knowledge of regional health and justice systems in Yorkshire.
* Project management or service improvement qualifications.
* Understanding of the complexities of multi-disciplinary and multi-agency working
* Excellent communication skills
* Proactive problem-solving skills
* Flexible attitude to working arrangements
* Motivated as an individual and when working in a team
* Able to work within a busy environment
* Willing to learn and develop being committed to self-development
* Patient centred values and ability to promote service user involvement



**Additional information**

**Disclosure and Barring Service** - a Disclosure and Barring Service disclosure at the enhanced level is required for this role.  A risk assessment will be undertaken if necessary.

**Police Vetting -** clearance may be required for this role in accordance with Ministry of Justice**.**

**Education and Training -** continuing professional development is encouraged and an annualappraisal system is in place to discuss ongoing objectives and support revalidation.

**Clean driving licence**