

Job Profile Information: YOUTH OFFENDING SERVICE TEAM MANAGER

This supplementary information for *YOUTH OFFENDING SERVICE TEAM MANAGER* is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 2

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Provide operational leadership for the Youth Offending Service. To take overall responsibility for ensuring services are delivered in line with local and national standards, ensuring safe, effective and consistent delivery with the primary objective to deliver high quality outcome focused youth justice provision to young people in Camden.

Achieve better outcomes for children and young people known to the YOS and deliver Camden's vision for children and young people through the provision of integrated youth offending services for young people and their families.

Example outcomes or objectives that this role will deliver:

- To provide effective operational day to day leadership and management to staff within their Teams to secure effective multi-agency working and performance to the highest standards of professional practice and risk management in accordance with government regulations and guidance, YJB National Standards and relevant research findings.
- To manage, support and motivate a team of multi-disciplinary youth offending workers to ensure the effective delivery of services to young people that meet local and national standards, ensuring that the service provision is compliant and can adapt to legislative requirement relating to young people services.
- To provide high quality management oversight of youth offending cases within the team, ensuring risk and safety and wellbeing is addressed adequately.
- To oversee the quality assurance process across the YOS including, AssetPlus and gatekeeping of Pre Sentence Reports.

- To effectively manage risk of harm to the public, risk of reoffending and safety and wellbeing. To escalate concerns where the effective management of risk, safety and wellbeing is not being met.
- To assist in the drafting of reports for the Senior Management Team, Management Board and other meetings as required.
- To contribute to the quality of the service by auditing cases on a regular basis, continually monitoring the quality and timeliness of reports, assessments, interventions and outcomes, using a YJB approved or locally developed tool.
- To develop a cohesive high performing empowered team that can adapt and respond to drivers and changing environment and are able to respond to changes triggered by both users and Service needs.
- The post holder is also expected to take responsibility for the ongoing oversight of the practice of all team members including youth offending case management and ensuring they comply with local and national practice standards
- The post holder will need to demonstrate the ability to adapt and respond swiftly and effectively to competing priorities, being confident to delegate responsibilities when appropriate and re-arrange tasks.
- The post holder will be required to take responsibility for the compliance with Data Protection, Health and Safety legislation in accordance with the Council and departmental safety arrangements, policies and codes.

People Management Responsibilities:

- The post holder will be responsible for managing a multi-disciplinary staff team of 6 and have direct management responsibility for their team. In addition be responsible for managing a budget and resources associated with the team.
- Post holder is required to offer consistent service while coping with fluctuating demands and pressures and may require working different hours and location on certain occasions

Relationships;

- This role carries operational responsibilities for service development and delivery and the post holder will need to work with a range of stakeholders to develop and deliver a holistic and integrated youth support service. The post holder will be working in a multi-agency context receiving and sharing information to safeguard young people.
- The post holder will be expected to establish and maintain strong partnerships with a wide range of agencies and professionals including schools, police, court, social services and the voluntary and community sector agencies by engaging, negotiating and influencing them to improve outcomes for young people. The post holder will be expected to communicate at all levels, from front line staff to senior managers and with members as and when required.

Work Environment:

- This role involves oversight of the team's practice and interaction with the client group, community and professional partners.
- The public contact element of the team involves regularly coming into contact with people, some of whom may at times be challenging and as the manager the post holder would be expected to address any concerns raised in the context of the work.
- The role may require attendance at Youth Courts, Crown Courts, secure estates, Police stations and community facilities, School, Colleges and will involve home visits.
- The role may involve working unsocial hours, including evenings. The role will require being part of an on-call duty arrangement on weekends and bank holidays. There is a requirement to be able to work flexibly and outside normal office hours when required and be flexible and adaptable to ensure consistent provision of service.

Technical Knowledge and Experience:**Essential:**

- Significant experience within a youth offending setting
- Degree level qualification in any of the following professions:
- Social Work (HCPC registered)
- Probation
- Youth and Community work
- A relevant qualification such as Youth Justice, Psychology, Counselling, or Substance misuse
- And either have some form of Management qualification or willing to undertake management training

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>