

# JOB DESCRIPTION

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| **Post Title:** | Youth Justice Team Manager | **Department / Service:**  | Children, Family & Safeguarding Service.Social Care & Education |
| **Hours:** | 37 | **Level:** | G09  |
| **Location:** | Wise working | **Job Evaluation Number:**  | SL2083 |
| **Responsible to:** | Youth Justice Section Manager | **Responsible For: (Staff)** | 8 |

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| **Job Purpose:** |
| The role of Team Manager has accountability and responsibility for the management of the statutory, diversionary and prevention delivery teams within the Youth Justice Service, providing Assessment, Diversion, Prevention and Restorative Justice, Community and Court InterventionsSpecifically the team manager will:* Manage the delivery of operational responsibilities
* Manage team members’ performance and personnel issues in line with policy and procedures
* Ensure compliance with service delivery on national standards and KPI performance targets set by the Youth Justice Board and the Welsh Government.
* Support the development and implementation of Enhanced Case Management
* Take responsibility for the oversight and governance of case management and casework decisions with particular attention to risk and safeguarding
* Quality assure casework through undertaking audit and monitoring tasks
* Provide workforce and performance information / data
* Be responsible for the innovating practice in-line with quality research and what works agenda
* Provide cover for Team Management peers and deputise for the Section Manager
* Oversee Critical incidents procedure, Safeguarding procedures and manage complaints and escalating concerns regarding providers

**Main Levels of Contact:** **Internal:** Section Manager, Service Manager, Council Staff, other Council Departments**External:** Representatives of partner agencies, private, independent and third sector organisations, stakeholders locally |

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| **Duties and Responsibilities - Job Specific** |
|  | Assist Section Manager with delivery of Youth Justice services and deputise for Section Manager when they are unavailable. |
|  | Be accountable for team budgets and authorise spending according to service criteria, legislation and financial regulations and allocated budgets. |
|  | Be familiar with the key policies and procedures of the department and with key legislation and guidance which provides the framework for delivery of services to children and families. |
|  | Take responsibility for management of casework and ensuring YJS practice complies with the Diversion, Prevention, Out of Court and Statutory agenda responsibilities. |
|  | Audit case files and specific pieces of work e.g. Out of Court and Court reports for compliance and quality monitoring and assist with the gathering of performance data to evidence quality of interventions. |
|  | Be responsible for the formal supervision of a number of case managers and seconded specialists and provide informal supervision when required to the wider team, ensuring that supervision discussion and decision making is recorded. |
|  | Complete Performance Development Reviews for staff. |
|  | Chair complex casework meetings/decision making forums across Diversion, Prevention and Statutory service areas when required, such as Case Management meetings, Out of Court and High Risk Review meetings. |
|  | Support and mentor all YJS staff across the service as well as statutory/prevention case managers in undertaking unfamiliar pieces of work, joint work, complex pieces of work with Conwy and Denbighshire Social Care team social workers to support staff development.  |
|  | Manage and monitor any MAPPA referrals and ensure attendance at MAPPA level 2, when required. |
|  | Take responsibility for ensuring that Assessments, Intervention Plans, Reviews, statutory and non- statutory reports and other time specific tasks are completed within time scale and are of good quality. |
|  | Ensure that all YJS staff work in partnership with children, young people, young adults and their families to identify and meet needs. |
|  | Work in partnership with colleagues in Education, Health, Probation, Police, Housing, and children Services to embed Person Centred Planning, supporting the effective participation of children and young people in the assessment and review processes. |
|  | Work jointly with all members of the Corporate Parenting strategy to ensure that we support children and young people within the Criminal Justice System to meet their potential.  |
|  | Ensure that the rehabilitation plans of children with the Youth Justice system are reviewed regularly by the case managers across the whole service, with a focus on positive changes to behaviour. |
|  | Work in partnership with Childrens services to ensure that children’s placements remain stable.  |
|  | Work to ensure children and young people have access to a range of community based early and preventative interventions.  |
|  | Professionally supervise and develop team members. |
|  | Provide managerial accountability for the allocation and use of team resources e.g. staffing, materials, budget and services in accordance with service criteria, legislation, financial and other regulations of the council. |
|  | Provide support to practitioners to work with complex cases where individuals may have multiple needs and ensuring that any child that requires multiple interventions have clear outcome focused plans. |
|  | Work with the Section Manager to implement opportunities for service improvements that deliver efficiencies and sustainability. |
|  | Maximise the use of staff resources in an efficient and effective manner in the delivery of operational casework to achieve performance and quality targets and goals, including the management of annual leave. |
|  | Facilitate and maintain effective relationships with partner agencies, service providers, service users and their families / carers. |
|  | Provide advice and support to team members to enable them to deliver the service effectively and in accordance with statute, national and regional policies and guidelines. |
|  | Contribute to practice development including leading working groups / task and finish groups and ensuring that new initiatives are embedded in practice. |
|  | Undertake practice audits for compliance and quality monitoring, and contribute to the development of action plans to improve practice. |
|  | Collate, analyse and provide information and statistical data as requested. |
|  | Respond to representations and complaints from other agencies and service users. |
|  | Chair staff and other professional meetings and quality assure the record / minutes of these meetings. |
|  | Identify issues of performance capability and support staff through development of their personal development plans and training plan. |
|  | Manage team member’s sickness absence. |
|  | Support and mentor team members undertaking unfamiliar pieces of work, chair complex and high risk practice meetings across the service and quality assure the record of such meetings. |
|  | Manage and monitor safeguarding referrals and oversee any complex Child Protection investigations, where required.  |
|  | Promote the use of research, theory and other problem solving methodology in achieving good outcomes. |
|  | Quality assure the recording practice of team members, assessments, care plans, reviews and reports and ensure that time specific tasks are completed within timescale. |
|  | Ensure casework is effectively planned and outcome focussed with the service user, their family and carers fully represented. |
|  | Attend training and seminars designed to develop the personal, managerial and professional expertise of the post and oversee the dissemination of knowledge and learning to team members and across the whole service area. |
|  | Read and act upon telephone, electronic and written communications received personally and by the team from individuals and other agencies / partners. |
|  | Immediately bring to the attention of the Strategic Manager, any matters of concern or special interest and seek guidance and support with complex decision making. |
|  | Promote anti-discriminatory practices and act in a non-oppressive way towards service users and colleagues. |
|  | Provide a positive role model to all team members in relation to conduct within the workplace and in their organisation, workload and time management skills. |
|  | Exercise responsibility under the Health and Safety at Work Act and respond promptly and robustly in relation to these regulations. |

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| **Duties and Responsibilities – Corporate**  |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales  |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

 **Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Youth Justice Team Manager**

**Date: June 2021**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Educated to degree level or hold an equivalent Professional Qualification ( e.g. Social Worker, Probation Officer, Teacher) | V | E |  |
| Evidence of post qualification learning or achievements. | V | E |  |
| At least 3 years post qualification experience. | V | E |  |
| Supervision experience.  | AF/V | E |  |
| Recognised management qualification. | V |  | D |
| Sound knowledge of relevant current legislation (e.g. Crime and Disorder Act 1998) and guidance for the post including an awareness of key differences in law and guidance relating to children and how this impacts on practice. | I/P | E |  |
| Knowledge and experience of working with children and young people involved in the Early Intervention and Prevention agenda and those in the Criminal Justice System. | AF/V/I | E |  |
| Knowledge of the Social Services and Well-Being Act (Wales) 2015 and what this means in practice with children involved in Youth Justice Services. | I | E |  |
| Sound knowledge of attachment and child development.  | I | E |  |
| Experience of complex case work. | AF | E |  |
| Experience of using Safeguarding procedures including child protection, Sexual Exploitation Risk Assessment Form (SERAF) etc.  | I | E |  |
| An awareness of the range of resources available and ability to support teams to work with service users to develop appropriate, effective and sustainable responses to meeting need.  | I | E |  |
| Ability to ensure team resources are planned effectively to meet need within the allocated budget. | AF | E |  |
| Experience of developing outcome focused planning for children and young people involved in the Criminal Justice System | I | E |  |
| Ability to manage a diverse team of staff. | AF/I |  | D |
| Ability to implement a culture of quality and performance management throughout team.  | AF/I | E |  |
| An understanding of and ability to use departmental and corporate policies and procedures. | AF/I |  | D |
| An awareness of Programme and Project management and ability to participate in the development and delivery of change projects. | AF/I |  | D |
| Ability to implement change and support teams and individuals through change processes. | AF/I/P |  | D |
| Good communication skills across a wide range of audiences. | I | E |  |
| Ability to write reports. | AF |  | D |
| IT literate – able to use a range of Microsoft packages including Word, Outlook, Excel and PowerPoint.  | I | E |  |
| The ability to communicate in English is essential. | AF/I | E |  |
| The ability to communicate in Welsh is desirable. | AF/I |  | D |
| **Supervision & Management** | Ability to develop a culture of team working and team identity. | I | E |  |
| Experience of and ability to deliver formal and informal supervision across the whole service. | AF/I/R | E |  |
| Ability to support and mentor staff across the whole service area. | AF | E |  |
| Ability to direct staff to the knowledge base which underpins practice and ensure practice is based on research and knowledge.  | I | E |  |
| Ability to manage a high turnover and throughput of work to meet service demands. | AF/I | E |  |
| Ability to chair team meetings effectively. | I |  | D |
| Awareness of HR policies and procedures and ability to implement positively to manage staffing issues. | AF |  | D |
| Ability to predict and project future trends of children and young people involved in the Criminal Justice System. | AF |  | D |
| **Creativity & Innovation** | Utilise an evidence based best practice approach to service delivery. | I | E |  |
| Contribute to and support the development of innovative responses to meeting identified needs. | I | E |  |
| Support and develop a culture of innovation within the team. | I | E |  |
| Ability to make recommendations on service improvements. | AF | E |  |
| **Contacts &** **Relationships** | Effectively represent the department and Local Authorities at local and regional meetings. | I/R | E |  |
| Ability to effectively Chair a range of multi-disciplinary meetings  | AF/I | E |  |
| Develop and maintain multi agency partnership working to meet individual need | I | E |  |
| Ability to network and make connections across the departments and statutory Organisations to meet service demands | I | E |  |
| The ability to lead a team and to work effectively as part of a wider management team. | P | E |  |
| Experience of engaging and consulting with customers or service users. | I | E |  |
| Experience of working in a planned and prepared way with people and dealing with crisis to provide initial support and assistance. | I | E |  |
| Promote anti-discriminatory and non- oppressive practice.  | I | E |  |
| Ability to negotiate and resolve informal complaints on behalf of the service. | I | E |  |
| **Decisions / Recommendations** | Ability to provide staff with advice and support in relation to assessments and decisions, whilst maintaining their professional accountability. | AF | E |  |
| Make decisions on behalf of the Council within area of responsibility. | I | E |  |
| Advise Strategic Manager of key issues and risks including risk management options. | AF/I | E |  |
| Make service / resource efficiency recommendations to Section Manager.  | I | E |  |
| **Resources** | Be proficient in the use of:Mobile Phone, laptop. | I | E |  |
| **Physical Demands** | Personal strategies for working within a demanding work setting and demonstrating high resilience to stress. | AF | E |  |
| Contribute to a weekend/Bank holiday Manager rota, when required | I | E |  |
| The ability to travel across and beyond the counties to fulfil work demands in the team. | I | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)