



## Role Profile

<b>Job Title:</b> Team Manager – Youth Offending	<b>Role Profile Number:</b> PCDH60
<b>Grade:</b> S	<b>Date Prepared:</b> December 2020
<b>Directorate/Group:</b> Children, Families and Community Health	<b>Reporting to:</b> Service Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To ensure that the team provides a high quality service to children and young people; focussed on good outcomes with timely interventions at the right level within statutory guidelines and within given resource and budget availability.

To model good management by taking professional responsibility for the provision of a high quality and responsive service.

To prevent offending and re-offending by young people, ensuring a timely and responsive service to children, young people and their families, as well as to the Courts, Secure estate and all other stakeholders or organisations involved in the criminal justice system.

To provide operational management and responsibility of a multi-disciplinary team.

To determine priorities, assess need, and safeguard children to promote positive outcomes in line with youth justice national standards, working closely and collaboratively with other areas of children’s services; partner and other external agencies including the Youth Justice Board.

To initiate and implement strategies and plans, operational business plans, recent research, legislation and policy guidance for the delivery of the Council priorities, to achieve national government expectations and performance to local and national targets. To ensure these are known and understood by all staff.

To contribute to the strategic development of youth offending/restorative service plans and self-assessments. To represent youth offending in wider community and multi-agency partnerships.

To work with other managers and partner agency colleagues, to develop and deliver high performing and targeted services to reduce offending and re-offending.

To drive multi-agency responses in relation to youth crime and restorative justice.

### **Key Accountabilities**

- Provide line management and supervision to a range of staff including Assistant Team Manager, social workers, probation officers and case workers.
- Ensure all staff are well managed, motivated and developed through learning opportunities that make use of evidence and effective methodologies, and that enhances their professional practice, within service aims and objectives. This includes the implementation of appraisals, as well as through both individual supervision and team reflection and learning, to ensure learning is translated into practice and service development.
- Promote and develop good working relationships in accordance with employee relations policies and codes of practice agreed by the Council, and follow agreed procedures for the speedy resolution of grievances, capability, the maintenance of discipline and absence control.
- Manage staff, the working environment and working practice by demonstrating personal and professional example and demonstration of the Council's values and behaviours.
- Ensure that diversity is respected and takes account of the different needs of children and their carers, and that the decisions made and service delivery is sensitive to and addresses discriminatory issues of language, gender, ethnicity, religion, ability, sexuality and social background.
- Oversee the allocation monitoring and audit of work ensuring there is high quality response, analysis, decision making, planning and review in place, recorded accurately and concisely.
- Chair relevant panel meetings and manage the delivery of a risk led approach.
- Support appropriate out of court disposals and diversionary/preventative support.
- Ensure the provision of court officers and the production of pre-sentence reports to assist the court in making informed decisions regarding sentencing.
- Ensure the implementation of relevant courts orders in line with national standards.
- Within delegated authority, ensure that complaints are responded to and investigated in a timely manner in accordance with policy.
- Contribute to business planning of the Youth Offending Service, Children's Social Care and Children, Family & Community Health more widely to achieve the Council's priorities.
- Develop the team's business plans in line with the Service Business Plan and Youth Justice Board requirements and co-ordinate and oversee its implementation.
- Promote collaborative working across teams, and Children, Family & Community Health, and ensure consistency. Promote effective and efficient multi-agency working to meet the needs of all young people involved with the youth justice system.
- Ensure that all policy and operational consequences of legislative changes and guidance together with Departmental and Council strategies are effectively translated, implemented and understood by the team.
- Gather and process relevant data and information and provide regular, timely and well-informed advice and information to the Service Manager as required.
- Maintain accurate and effective Management Information and statistical systems and achieve designated targets and objectives.

- To meet national, regional and local key performance indicators and national standards relating to Home Office, Youth Justice Board and Local Authority service delivery.
- Develop effective mechanisms for measuring customer experience of the service and impacts of the service on outcomes for young people and victims.
- Ensure that all team members are actively involved and aware of team and individual performance issues and have the ability to actively engage in increasing performance, satisfaction and impact of the service.
- Advise the Service Manager on matters of operational development, trends in the usage of services and unmet need.
- Establish and maintain effective information, communication participation and consultation with service users, carers, victims, staff, and external statutory, voluntary and community agencies.
- In accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work. Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.
- Contribute to and participate in his/her personal development programme.
- Prepare such reports and presentations as may be required by the Director and attend meetings with Elected Members when necessary.
- Represent the Team and Group at relevant internal and external meetings with voluntary and statutory bodies where appropriate.
- Undertake any other duties and responsibilities as may be required by the Service Manager commensurate with the grade of the post.
- To deputise for the Service Manager when required.

### **Supplementary Accountabilities**

Because of the nature of the work and in accordance with the demands of the service, he/she will be required from time to time to work outside normal office hours, including evening and weekend working.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Demonstrable evidence of Management Development
- Post qualification and evidence of diverse practice in a youth offending service, youth service, front line children's social care setting or probation service.
- Management experience of recruitment, performance, appraisal and direct responsibility for operational staff.
- High-level budget management and audit skills.
  - Detailed knowledge of childcare legislation, criminal justice legislation, statutory guidance and policy, South West regional safeguarding procedures, and court procedures relevant to the work of Youth Offending Services.
  - Knowledge and understanding of national and local performance indicators and targets, and in managing performance and quality within service delivery.
  - Knowledge and understanding of current thinking and developments in research and methodology.

- Demonstrable commitment to equality and diversity.
- Demonstrable leadership skills, credibility and integrity and change management skills.
- Computer literacy, performance management skills and the skills necessary to work with information management systems.
- Knowledge of good supervisory practice.
- Ability to produce and present detailed and complex reports and to understand, interpret and provide complex information.
- Ability to organise and prioritise work appropriately and to work flexibly under pressure to both self-determined and prescribed deadlines.
- Excellent interpersonal skills.

### **Qualifications**

- Relevant Degree qualification in Youth Justice, Social Work, Probation, Youth or Community work

### **Decision Making**

- Ability to manage risk of offending, risk of serious harm and safety and welfare through evidence based decision making.
- Responsibility for decision making according to the Children and Families scheme of delegation, including allocation of work in accordance with priorities, and decision making regarding nature and timeliness of service provision for children, young offenders and families.
- Ensuring that service delivery meets statutory obligations and follows the Youth Justice Board requirements and standards and South West Regional Safeguarding Children procedures, and that this is managed in accordance with Departmental policy.
- Financial decision-making and responsibility for budget monitoring and for the control of income and expenditure. Managing the team's devolved budget within financial guidelines and agreed budget limits and within delegated authority. Controlling and monitoring expenditure, taking remedial action as required, enabling cost effective service delivery, which optimises the use of all resources. Participating in the budget-setting process.
- Ability to contribute to the short and long-term planning processes and to problem solving, and to match services to local requirements

### **Creativity and Innovation**

- To work collaboratively with partner agencies and the Youth Offending Management Board to identify creative and innovative methods of service delivery to reduce offending.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed –</b></p> <ul style="list-style-type: none"> <li>• Assistant Team Manager</li> <li>• Youth Offending Officers</li> <li>• Social Workers</li> <li>• Probation Officer</li> <li>• ISS Worker</li> <li>• Bail and Remand Worker</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Information gathering; analysis, care planning; assessment; case; case transfer; case management; data upkeep</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b>  <b>Operational delivery of community, court, post court services (including oversight of young people in custody)</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes</p> <p>.</p>
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**Contacts and Relationships**

This post will require the ability to communicate clearly to a range of audiences and across organisational boundaries and levels.

- Service Manager for supervision, appraisal and line management.
- Peers, colleagues and a range of external agencies in relation to developing robust plans and interventions for young people and their families.
- Director Children and Families and other senior managers in relation to service development, performance/forecasting, information sharing
- Colleagues across LA in relation to finance, complaints, performance, strategy and commissioning, to monitor performance, budgets, and to identify areas of achievement and improvement.
- External partners; voluntary organisations and other external agencies to build and maintain relations including criminal justice board, court users groups and youth panels.
- Youth Offending Management Board members in relation to reporting and accountability
- Youth Justice Board Officers
- Regional Youth Offending colleagues.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	