

## Role Profile

<b>Job Title:</b> Youth Justice Service Case Manager	<b>Grade/ Level:</b> CFL7	<b>Post Number:</b> SBC_12281
<b>Directorate:</b> Children's Services Youth Justice Service	<b>Job Family:</b> Health, Care and Wellbeing	<b>Date Prepared:</b> March 2025

**Role reports to:** YJS Team Manager / Assistant Team Manager

### **Job Purpose:**

- To work with children and young people and their families to prevent re-offending.
- To assess and manage safety and well-being, risk of serious harm and likelihood of reoffending.
- The Youth Justice Service use an Identity focused Lens to promote behavior change and desistance from offending through supporting positive activities, interactions and roles for the child.
- As a YJS case manager, you will hold a complex caseload of children. In instances you will be the lead professional involved with the child and their family / carers'.
- You will be required to complete assessments, develop plans coordinate and deliver targeted and tailored support for children.
- To attend multi-agency meetings such as the Out of Court Disposal Panel, YJS sentence planning panel, YJS Risk, Safety and Well-being panel and all relevant children and social care meetings such as Child Protection meetings
- Attendance and contribution at Service Development Meetings to support the development of the service as a whole.
- You will have a high knowledge and understanding of child development and identity led practice.
- The Youth Justice Service will take a flexible approach to working hours which may include being on call, evenings and weekends. This post will involve Swindon wide travel, working alone and working with families in their own homes.



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### **Key Accountabilities:**

- To provide appropriate support to address need for children and families who have entered or are on the periphery of the Criminal Justice System, working alongside their allocated social worker.
- To hold a caseload of children, some complex, who are at risk of offending or who have committed a criminal offence.
- The Youth Justice Service Officer will be responsible for managing the risk of serious harm, safety and well-being and the likelihood of reoffending.
- Carry out assessments (including risk) of children/ young people to identify their needs and suitable intervention programmes, including reparation, to reduce re-offending.
- Identify and provide an appropriate intervention programme using an identity led lens and a child first approach as appropriate to promote future desistance from offending behaviour.
- Supervise children/ young people and monitor and review their progress to ensure compliance, making use of child first practice models and prepare reports as required in line with statutory obligations
- Attend Court and make recommendations on appropriate sentencing, cover bail and remand, and ensure that all information is available. Provide both verbal and written reports to the Court.
- Prepare reports and attend panels if required, providing advice to community volunteers and multi-agency panel members.
- Plan, facilitate or deliver one to one and groupwork programmes in specialist areas as required, directly supervise community volunteers ensuring safe and effective practices.
- Use appropriate recording systems, including CareDirector and ChildView, in order to provide timely and accurate information for case recording and management needs.
- Carry out YJS responsibilities in support of the wider aims and objectives of the YJS.
- To undertake any other duties that can be accommodated within the grading of the post.
- Participate in appraisals and supervision as well as seeking to develop skills and knowledge

**Supplementary Accountabilities:**

- To maintain a high standard of recording on all cases using appropriate youth justice case management systems.
- To respond to requests for information/statistics relevant to the accountability of the Youth Justice Service to its funding agencies.
- To operate within the context of Health, Social Care, Youth Justice, Professional Regulatory and any other relevant legislation.
- Maintain and develop skills through training and supervision.
- To remain up to date with practice developments, research findings and knowledge of youth justice and relevant childcare legislation.
- To undertake other relevant duties as required by your line manager or undertake any other tasks required which help with the development of the service.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.
- In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.
- To deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.
- To understand issues of confidentiality and consent in relation to children and young people.

**Job Scope:**

No & type of jobs Managed:

- N/A

Typical tasks supervised/allocated to others:

- N/A

**Job Scope:**

Budget: N/A

Assets: N/A

**Knowledge & Experience:**

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

- Knowledge of legislation, policy and practice guidance, in particular the frameworks for protection and support for children and young people presenting with high risks and vulnerabilities.
- Knowledge of relevant youth justice, social care and Police legislation.
- To recognise the professional duty of care to protect where clients present a risk to themselves or others, and comply with statutory requirements regarding child protection including the Children Act 1989.
- Experience of undertaking complex assessments of a young person's health, emotional and social needs and communicating effectively with the young person/family what the plan of intervention will be.
- Experience of working in a community or outreach setting, or working with children in relation to supporting their health, emotional and social needs.
- Experience of working within multi-agency frameworks; preferably with experience of creating and maintaining referral pathways to other agencies.
- Knowledge and understanding of the range of interventions applied to children and young people to assist in facilitating changes in their lives.
- Good verbal, written and presentation skills.
- Good interpersonal skills in order to communicate and negotiate effectively, both inside and outside of the Youth Justice Service.
- Experience of working with children and their families in a social services, education, health or other main agency setting.
- Knowledge of child protection procedures and challenging behaviour programmes
- Ability to work on own initiative
- Ability to deal with families in crisis and sensitive issues which can impact on emotional and physical well-being.
- Current driving licence and use of vehicle or have equivalent mobility.
- Needs to have skills in dealing with children who sometimes present challenging behaviour.
- Ability to hold and manage a caseload. Prioritise and manage workload using a wide range of strategies

**Qualifications:**

Recognised qualification in a relevant field i.e. family work, social care, housing, youth and community (qualified grade) or an ability to demonstrate recent, relevant and substantial experience (unqualified).

**Decision Making:**

- Need to respond to court and make decisions on remands and appropriate sentencing on request from Magistrates.
- Support the multi-agency professional network regarding disposal outcomes for children
- Recommend and progress referrals under child protection procedures.
- Make assessments on a child/ young person and develop appropriate intervention plan aimed at keeping the child/ young person safe and diverted from offending.
- Plan, organise and deliver supervision arrangements appropriate to individual needs.
- The role requires the ability to problem solve, and make decisions in situations, which are often complex, unstable, and/or at times of crisis. This requires the careful balancing of risk, and at the same time recognising the importance of not taking control over a person's life, applying the principles of personalisation.
- A sound knowledge of assessment and intervention approaches as applied to adolescents with emotional and behavioural difficulties, or having experienced abuse and neglect, developmental trauma, relationship and attachment difficulties or engaging in deliberate self-harm, risk taking, offending and substance misuse.

**Contacts and Relationships:**Written Communication

Produces reports and recommendation for courts and panels, corresponds with children/young people and their families and with other agencies by letter and e-mail. Completes various forms including referral forms and breach proceedings.

Verbal communication

Has telephone and face to face contact with children/ young people and their families on sensitive issues. Liaises with partner agencies both statutory and from the voluntary sector on arranging interventions for young people. Presents recommendations to court and provides advice and guidance to volunteer panels as and when required. Consults with the Local Authority and other agencies around potential remand into Care.

Contacts

Has wide ranging contacts at various levels which include other departments and professions within the Council such as social workers and housing officials, as well as the magistrate and high courts, judges, solicitors, police, probation, Crown Prosecution Service and prisons.

**Creativity & Innovation:**

- Need to be innovative in developing a programme to engage the child/ young person and help them realise the consequences of their actions and change behavior, whilst promoting a better sense of self and identity for the child
- Need to look at the individuals learning style to determine an effective intervention and then source appropriate support or resources.
- Constantly challenge the way of work and develop new ways of working to get the most out of projects and children/ young people.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: