

ROLE PROFILE: Service Lead – Youth justice, Prevention and Safeguarding

Service: Young People's Services - YJS

Grade: 10

Reporting to: Director Young Peoples Services

Responsible for: Operational Managers, Project Delivery

DBS: Enhanced



POSITIVE STEPS

SUPPORT | CHALLENGE | CHANGE

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 200 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We are a high achieving service who challenge each member of our team to achieve. We value each employee's unique strengths and believe our success relies on more than just job roles. We have a great benefits' package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application.

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

ROLE REQUIREMENTS

<p>YOU HAVE:</p> <p>Assessed at application only</p> <ul style="list-style-type: none">• Educated to degree level• And with a professional qualification at Level 4 or above in a young people's services related subject• Significant management/leadership experience in a related field <p>Assessed at application and interview/exercise</p> <ul style="list-style-type: none">• Working in the field of Youth Justice/Prevention and/or safeguarding related area• Contract management and delivery in relevant sector• Budget management• Providing operational leadership within a related sector• Using information technology for a range of different purposes• Contributing to bids and formal reports for a variety of audiences• Delivering presentations in formal settings• Safeguarding young people• Managing risk of harm to the public and communities• Statutory service delivery <p>Assessed at interview</p> <ul style="list-style-type: none">• Working operationally at middle or senior management level• Planning, monitoring and evaluating own and team members' work to meet objectives• Using a range of performance management and quality assurance systems• Working at operational management level with a range of agencies and services	<p>YOUR STRENGTHS ARE:</p> <p>Assessed at application and interview/exercise</p> <ul style="list-style-type: none">• Inclusive, value diversity and child focussed• Motivate and create productive work environments• Positive, creative and able to work under pressure• Use information technology for a range of purposes• Understand and share your expertise in Youth Justice and young people's development• Learn with a commitment to continuous professional development• Be organised and able to manage competing priorities through periods of change and increased demand• Performance management and challenging teams to achieve• Communicate effectively both verbal and in writing <p>Assessed at interview</p> <ul style="list-style-type: none">• Turn strategy into operational delivery• Be an effective project manager• Formally support team members• Influence- you build effective relationships with key contacts within strategic partnerships• An effective team player with a focus on both outcomes and morale• An effective negotiator• Work towards creating a safe, open and trusting environment• Be a strong decision maker, even within complex situations and able to support the senior management team when necessary• To motivate and support teams through challenging times• Skilled in safeguarding and aware of relevant legislation and local procedures
--	--

- Supporting management of Service Level Agreements, Partnership Agreements and/or contracts for delivery of provision
- Working at a strategic level within Youth Justice and Prevention services

- An expert in managing risk to young people and communities
- Prepared to work flexibly to meet the needs of customers and the organisation including travel within the Borough, throughout the region and at times nationally.
- A flexible approach to work and willingness to work evenings/weekends when required

MAIN PRIORITIES

- To be a member of the Senior Leadership Team
- Provide leadership and strategic support to the Young People's Service management team
- Develop and lead an operational plan that translates strategic goals into effective delivery
- To provide youth justice, prevention and safeguarding expertise both internally and to local, regional and national partners
- Support and develop relationships with key stakeholders and commissioners
- Manage a range of long- and short-term projects
- Ensure that contractual obligations are met or exceeded through effective delivery of services
- Support the SMT and business development team in maintaining and expanding the range of traded services delivered by the directorate

KEY DUTIES

- To support the strategic direction of the organisation's Youth Justice, Prevention and Missing from Home provision and ensure that set qualitative and quantitative targets are met or exceeded
- To work alongside all Senior and Operational managers to promote the overarching integrated services offer within Positive Steps
- To take a lead in Greater Manchester programmes of work as required. This currently involves a commitment to lead the Greater Manchester Resettlement Consortium
- To regularly review, and evaluate performance against plans alongside the Operational Managers and Performance Manager and report to the Director of Young People's Services
- To ensure, where appropriate, effective partnership or service level agreements are in place with relevant bodies and agencies (nationally regionally and locally) and voluntary and community groups to ensure that the work of the Directorate is supported
- To work alongside Positive Steps Senior Managers and be the development lead for relevant funding opportunities in relation to Youth Justice and Prevention
- To represent the organisation locally, regionally and nationally, when required
- To ensure contract compliance, through links with the Senior Management team and specifically the Director of Corporate Services.
- To ensure the effective and appropriate deployment of all human and physical resources at the post-holder's disposal

- To support and contribute to the Company's commitment to Matrix, Investors in People, Best Value and all other internal and external organisational quality requirements
- To demonstrate responsibility and leadership for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work
- To take responsibility for ensuring and achieving the objectives of the Positive Steps' Health and Safety Policy
- To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager.

ADDITIONAL REQUIREMENTS

HEALTH AND SAFETY

To operate safely within the workplace with regard to Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety.

EQUALITIES & DIVERSITY

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

CUSTOMER CARE

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

TRAINING AND DEVELOPMENT

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and the Aspire Process. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

POLICY

To work at all times within the established policies and practices of Positive Steps.

INFORMATION GOVERNANCE

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Date prepared/revised: August 2019

Prepared/revised by: Paul Axon