

ROLE PROFILE: Case Manager



Service: Targeted Services

Pay Level: 6

Hours: 36

Reporting to: Team Manager YJS

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 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

YOU HAVE:

Assessed at application only

- QCF level 6 or NVQ 4 or equivalent professional qualification for working with children and/or young people. (e.g. Diploma in Social Work; Probation Studies; Health; Youth & Community work; Guidance; Secondary teaching; Childhood studies)

Assessed at application and interview

- Experience of working with young people in more than one setting that requires an ability to challenge, support and influence them to change
- Experience of planning, monitoring and evaluating work to meet objectives
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- Experience of developing productive and effective relationships with young people, both individually and in group settings

Assessed at interview only

- Experience of using information technology for a range of different purposes

YOUR STRENGTHS ARE:

Assessed at application and interview

- Understanding of how young people develop and an ability to assess, plan and review their needs
- Ability to identify safeguarding issues and have a clear understanding of the boundaries of professional relationships
- Ability to undertake comprehensive assessments and identify risk of offending and risk of harm to public
- Ability to communicate effectively to develop and maintain constructive relationships with professions from other agencies and share information appropriately

Assessed at interview only

- Ability to organise your work, prioritise and manage your time effectively and meet targets
- Ability to manage conflicting priorities and one's own time within a framework of supervision
- Motivated to work towards creating a safe, open and trusting environment
- Being prepared to work flexibly to meet the needs of customers and the organisation.

MAIN PRIORITIES

The main purpose of this role is to work in a multi-agency Youth Justice Service to provide a service for clients who are involved in the criminal justice system and their families. The aim is to manage risk and vulnerability ensuring that young people have opportunities to help prevent their further involvement in crime whilst overseeing and planning an integrated package of support. As Case manager you will also undertake the formal monitoring function based on the order given to the young person.

KEY DUTIES

- To manage a case load appropriate to individual clients working within statutory legislation, National Standards and local procedures to all areas of work.
- To both case manage and case work individuals subject to community and custodial sentences under the Crime and Disorder Act.
- To undertake clear risk assessments that objectively identifies safeguarding issues and indicates risk of harm to public and likelihood of re-offending.
- To work in an integrated way with other services to provide a holistic, relevant service for the young people and their families, ensuring that the support afforded is: coordinated; tailored to the individual's needs; and is readily available.
- To prepare pre-sentence reports and other court reports as agreed in accordance with National standards.
- To implement and oversee programmes based on effective practice for children and their families in contact with the team.
- To maintain accurate and contemporaneous records in line with Positive Steps policy.
- To demonstrate responsibility 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 take responsibility for ensuring and achieving the objectives of the Positive Steps Safeguarding policy and procedure.
- 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 and the Health and Safety of others.

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: May 2019

Prepared/revised by: PA