

ROLE PROFILE: Team Manager YJS



Service: Targeted Services

Pay Level: 9

Hours: 18 hours per week – flexible including evening, weekend and bank holiday cover

Reporting to: Director Targeted Services

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

- NVQ 4/QCF Level 6 or equivalent professional qualification in a relevant field working with children/young people (Probation, Social Work, Education)

Assessed at application and interview

- Experience of working and supervising work with young people who have complex needs post level 4 qualification
- Experience of working in a related field which requires detailed case management and recording
- Experience of managing staff who are working with clients that pose significant risk to themselves, others and / or the public
- Experience of managing staff who are supervising cases with serious safeguarding issues in relation to clients, families and work with other agencies
- Experience of auditing files, developing and delivering action plans, detailed monitoring and evaluating work to demonstrate required standards
- Experience of partnership working including influencing practice and positively challenging managers and staff within Positive Steps and from a range of external statutory and voluntary agencies
- Experience of delivering work within a national legislative framework and keeping up to date on national and local policy issues

YOUR STRENGTHS ARE:

Assessed at application only

- To use IT for a range of different purposes

Assessed at application and interview

- Proven skills and abilities to work as part of and lead a team of professional staff working with children and young people with multiple problems
- Skills and abilities to intensively supervise, provide management oversight of cases and performance manage staff
- Ability to understand national policy and legislation in relation to young offenders and use this to inform and lead on practice
- An ability to demonstrate creativity and original thinking in order to develop practical solutions to problems and innovative ways of working with children and families with multiple problems
- Ability to communicate effectively, developing and maintaining constructive relationships within Positive Steps and with professionals from other agencies
- Ability to make decisions regarding the sharing of information within legislative guidelines ensuring information security and client confidentiality is maintained where appropriate
- Ability to manage conflicting priorities and your own time in order to provide management cover throughout the week, weekend and over bank holiday with a minimum of supervision

Assessed at interview only

	<ul style="list-style-type: none">• Ability to analyse and interpret statistics on the performance of the team• Demonstrate a commitment to continuous professional development• Awareness of Child Protection issues and the boundaries of professional relationships• 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 including during evening, weekends and bank holidays
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MAIN PRIORITIES

The main purpose of this role is to work alongside the Head of Service providing criminal justice expertise for the Oldham Borough. It involves managing in accordance with legislation and National Standards and includes ensuring safe and detailed assessments are undertaken which inform proposals to court, recommending custody or community sentences taking account of risk and vulnerability issues on sentence as well as managing staff who are supervising statutory sentences given to young people through the courts.

The post will be making decisions on high level risk issues, will organise and chair multi-agency public protection meetings and hold agencies to account for their actions in relation to management of risk. The post holder will have to make decisions quickly and effectively ensuring a balance between public protection, risk management and enforcement alongside welfare, vulnerability and safeguarding, whilst keeping abreast of new legislation in terms of the criminal justice system and safeguarding.

KEY DUTIES

- To manage a team of staff who are contributing to the achievement of National Indicators with a particular emphasis on the reduction of re-offending.
- To provide an intensive level of supervision for staff to ensure that all children and young people entering the service benefit from a structured assessment designed to identify risk and protective factors associated with offending behaviour, likelihood of reoffending and risk of serious harm to others.
- To ensure bail and remand services are in place during weekdays, weekends and bank holidays including the provision of appropriate adults, bail information, supervision and support, liaison with local authority regarding appropriate accommodation and mechanisms for reviewing young people remanded into the secure estate.
- To ensure that reports prepared by are balanced, impartial, timely, focused, free from discriminatory language and stereotypes, verified, factually accurate, understandable to children, parents and carers and provide the required level of information and analysis to enable sentencers to make informed decisions regarding sentence.
- To provide a high-quality service to courts so that magistrates and the judiciary have confidence in the quality of information and in the rigour of supervision of children and young people who offend.
- To ensure that court orders are managed in such a way that they support the principal aim of the youth justice system, to prevent offending and that they have regard to the welfare of the child or young person.

- To ensure that processes are in place so victims of youth crime are involved, as appropriate, in a range of restorative processes that seek to put right the harm they have experienced.
- To ensure that the needs of children and young people sentenced to custody (including long-term custodial orders) are addressed in a coordinated and holistic way to enable effective resettlement.
- To ensure that restorative justice approaches are central to the work undertaken with young people who offend and that family work, where appropriate is undertaken to include the needs of parents and siblings.
- To ensure that all relevant information is captured and recorded accurately on the case management information system in order to provide data returns to the YJB and for local and national monitoring of the key performance indicators
- To ensure the quality of the work through comprehensive management oversight of ASETTPLUS, Vulnerability, Intervention plans and court reports, in particular when recommending sentence to custody
- To liaise with managers in partner organisations to ensure that the support provided for young people is: co-ordinated; tailored to the needs of the individual; and readily available
- To ensure that all YJS clients are allocated to a professionally qualified Case Manager and are assessed for both risk of (Serious) harm to others and vulnerability issues and that detailed bespoke intervention plans are drawn up, with appropriate management oversight recorded
- 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 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