

## **Job Profile Information: Team Manager – Youth Early Help Service**

**This supplementary information for Team Manager – Youth Early Help is for guidance Job Level 4 Zone 2**

**Camden Way Category: 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### **Role Purpose:**

- To take responsibility for management of a team of Youth Early Help Family case managers, ensuring that they are delivering high quality outcome focused support services to young people and their families in line with Camden Early Help and Resilience Families Strategy.
- To take responsibilities for ensuring services are delivered in line with local and national standards, ensuring safe, effective and consistent delivery across the team
- To ensure early help cases are managed effectively using the EH help case management policy and procedures.
- To carry out regular case audit to ensure effective delivery
- To work in partnership with a wide range of services, both local and across Camden.

### **Example outcomes or objectives that this role will deliver:**

- To manage, support and motivate a team early help practitioners to ensure the effective delivery of services to young people and their family that meet local and national standards, ensuring that the service provision is compliant and can adapt to legislative requirement relating to young people and family services.
- To provide management oversight of youth early help cases, ensuring that the lead professionals addresses risk and vulnerability appropriately
- To ensure cases are managed effectively and in timely manner to achieve desired outcome for the young people and their families
- To ensure effective delivery of innovative and progressive intervention tailored to individual young people and their families
- To develop a cohesive high performing and empowered team that can adapt and respond to drivers and changing environment and are able to respond to changes triggered by both users and Service needs.

- To utilise effective planning, monitoring and evaluation techniques to map, analyse and assess the quality of the work being delivered, reviewing regularly against quality assurance and local and national inspection frameworks, taking action when required to address work that falls below a satisfactory standard
- To ensure service users are involved in all aspect of the work including in the assessment, planning and delivery of interventions and programmes, ensuring that the service users feedback inform service development and delivery.
- To establish and maintain strong partnerships with relevant professionals and agencies to share information, reduce duplication and enable young people and family's access to other services.
- To act as operational lead for the respective team and represent the Service/Council in various forums as required, offering information, advice and data as and when required.
- Undertake all relevant managerial and administrative duties, including budget and asset management, completion of reports, supply of statistical/management information.
- Devise team plan and contribute to the development of service plans and procedures for the service to ensure these reflect the needs of young people.

#### **People Management Responsibilities:**

The post holder will be responsible for managing a team of early help practitioners and would have direct management responsibility for up to 7 staff, taking overall responsibilities for managing performance of the team and service area. In addition, be responsible managing resources aligned with the team.

#### **Relationships:**

- The post holder will be expected to communicate at all levels, from front line staff to senior managers and members as and when required.
- The post holder will be working in a multi-agency context receiving and sharing information to safeguard young people.
- The post holder will be working very closely with social services, police and other early help services.

#### **Work Environment:**

- The role involves management of a community based; agile team and so would require the post holder to also work from a variety of locations within the community as well as council buildings.

- This role also involves regularly contact with people, some of whom may at times be challenging and as the manager, the post holder would be expected to address any concerns raised by public and front line staff in the context of their work.
- There is a requirement to be able to work flexibly and outside normal office hours when required and be flexible and adaptable to ensure consistent provision of service.

### **Technical Knowledge and Experience:**

#### **QUALIFICATIONS**

##### Essential:

- Educated to degree level qualification in any of the following professions:
- Youth and Community work
- Youth Justice/ Probation
- Connexions and Career
- A relevant qualification such as Psychology, Counselling, or Substance misuse
- Social Work- (HCPC -registered)

##### Desirable:

Any relevant Management/Training qualification

#### **KNOWLEDGE**

- An in-depth knowledge and understanding of legislative framework and polices relating to young people' services, including safeguarding and child protection, health and safety at work etc.
- An in-depth knowledge of Early Help work with adolescent and their families.
- An in-depth knowledge and understanding of youth work, early intervention and prevention policies, practice and procedures.
- A good understanding of case management system, practice and procedures along with in-depth knowledge of safeguarding and threshold levels
- A good understanding of child and adolescence development and approaches to improving engagement and outcome for young people

- A good understanding of management theory and practices including performance management system and processes, inspections and quality assurance framework and principle underpinning management of an effective team
- Knowledge of emerging and innovative outcome framework and evidence based practices
- Knowledge and understanding of data security, including data protection, GDPR, information sharing and confidentiality
- A good understanding of multi-agency and partnership working

## **SKILLS**

- The ability to lead, motivate and manage a staff team in a range of work environment and context.
- The ability to carry out quality assurance audit of cases, providing constructive feedback and support to improve practice
- The ability to translate legislations and strategies into operational use, offering advice and guidance to the team as and when required
- Ability to analyse information and data from a range of sources to identify and respond to service and users' needs
- The ability to provide support, guidance and direction to staff on early help cases.
- The ability to provide oversight on all aspect of case management including assessments, planning and delivery
- The ability to provide direction and support for effective delivery of targeted youth work where required.
- The ability to lead a successful team by effectively identifying and managing all aspects of team and individual's performance
- Demonstrable skills to establish and maintain successful partnerships with a range of stakeholders, developing and delivering joint work to a high quality standard
- Ability to plan, monitor and evaluate the team's work against relevant inspection frameworks and in line with national / local performance indicators, and take direct action to address and improve work that does not meet quality standards
- Ability to take responsibility for planning own work, consistently achieving and delivering to time, and quality despite tight timescales and conflicting priorities.
- Ability reflect on own practice and to take responsibilities for developing self and others.
- The ability to create an empowered team through reflection, training and development
- Strong administration, budget and resources management and the ability to produce regular plans, statistical information, reports, and management information
- The ability to adapt to change and support and motivate staff through a change management process such as reorganisation
- Excellent communication, negotiation and influencing skills, with the ability to effectively engage with a range of audiences
- Commitment to ensuring that council procedures and policies, including legal and good practice duties, valuing diversity etc are followed and implemented at all times.

## **EXPERIENCE**

- Significant post-qualification experience of working with children and young people within the related fields such as Youth work, Youth Offending Service, Connexions, Social work, Early intervention and Prevention services etc.
- Proven experience of managing and quality assurance of case work
- Proven experience of leading and managing a multi-disciplinary diverse team
- Proven experience of working successfully in a multi-agency and in partnership context, sharing information appropriately and sensitively both within and outside the organisation
- Proven experience of successfully managing and deploying resources according to service need
- Proven experience of supporting staff and partners to develop and deliver outcome focused service provision
- Experience of planning, monitoring and evaluating work against national inspection frameworks and national / local performance indicators
- Proven experience of working with a substantial degree of autonomy and personal responsibility

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

**Chart Structure**

