

Isle of Wight Council

Job Description



Identifying Facts	
Title of Post: Youth Offending Team Assistant Team Manager	
Directorate: Children's Services	Post No: 50043891
Section: Youth Offending Team (YOT)	Date: March 2016
Responsible to: YOT Operational Team Manager	

Job Purpose

The Youth Offending Team is a multi-disciplinary team which works with children and young people aged 10 -17 years old who have offended and are made subject to a range of community and custodial disposals. The purpose of this job is to:

- Support the operational delivery of the Youth Offending Team, reporting to the Operational Team Manager.
- Develop and maintain partnership working arrangements and ensure statutory responsibilities for service delivery (including services to victims) are met to a high standard.
- Supervise Youth Offending Team staff and provide effective management oversight of the work of the Team, including quality assurance processes, as directed.
- Monitor performance against Key Performance Indicators and local measures, as directed.

The post-holder will assist the Youth Offending Team Operational Team Manager in managing a number of staff (normally between 5 and 10) undertaking a variety of roles/specialisms and oversee specific aspects of Youth Offending Team service delivery.

Major Tasks

1. Promote equality as an integral part of a role and treat everyone with fairness and dignity.
2. To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.
3. To contribute to a positive and protective working environment through use of safe working practices, including health and safety requirements, and pro-social behaviours.
4. To support effective delivery of services through management of operations, resources, information and people, assuming a problem-solving approach where necessary.

5. To implement standards on youth justice practice, take decisions and manage performance to ensure they are met, including day to day personnel management and application of disciplinary and capability procedures if required.
6. To supervise staff and volunteers and manage their work in line with statutory requirements and associated guidance.
7. Monitor Team compliance with information sharing, data protection and confidentiality procedures.
8. To contribute to effective delivery of youth justice services on the Isle of Wight through your own work, and support of work done by others.
9. To support (through your day to day work) the effective safeguarding of service users via effective identification, assessment and referral of presenting concerns, particularly where they relate to child, adult or public protection.
10. Ensure compliance in your own work with information sharing, data protection and confidentiality procedures.
11. To monitor performance against Key Performance Indicators and local targets, taking remedial action and identifying training needs as well as promoting best practice amongst those you are supervising and the wider team.
12. To contribute to delivery YOT Team meetings, planning, performance and quality assurance mechanisms which support ongoing service delivery and improvement.
13. Undertake recruitment, selection, training, supervision and appraisal of a range of YOT Volunteers, including (but not limited to) Referral Order Panel Members, Reparation Supervisors. Ensure volunteer recruitment processes are enacted in a safe and timely way- including reference requests and DBS checks.
14. Oversee attendance of YOT volunteers at Referral Order Panels, reparation, mediation, RJ conferences, unpaid work and victim contact meetings and monitor levels of attendance/engagement
15. Accept and approve volunteer expenses claims, book training, maintain training records and arrange meetings, interviews and appraisals as required
16. Develop and maintain key operational working relationships with Police, Health, Probation and the Local Authority as well as other organisations which may contribute to the work of the Youth Offending Team.
17. To represent the Youth Offending Team at a range of meetings including MAPPA, MARAC and LSCB Sub-Groups and Chair internal meetings including Team, Practice and Pre-Court Meetings when requested.
18. To access training and learning opportunities (delivered in a variety of locations, including mainland venues) to secure your own continuous personal development and support that of others via cascade learning (if appropriate).
19. To work flexibly to meet the demands of the service, including occasional evening, weekend, Bank Holiday and Christmas cover if required (usually on a rota basis).

20. Take responsibility for maintaining a staff presence within the YOT and respond to unplanned calls or events.
21. To undertake any other duties (as are consistent with this job description, role and grade) as required by any member of the YOT Management Team and deputise for the Operational Team Manager as required.

Key Accountabilities:

Operations Management

1. Support the effective delivery of statutory requirements for Youth Offending Teams, including National Standards for Youth Justice and Working Together to Safeguard Children 2013 (and any subsequent updates).
2. Ensure appropriate services are delivered to victims of youth crime, and effective restorative justice approaches are implemented, through pro-active development of practice and partnership working.
3. With the Operational Team Manager, contribute to design, development and delivery of IOW YOT Policy and Procedures, ensuring these are in line with statutory guidance and that staff practice is compliant.
4. With the Operational Team Manager, ensure appropriate levels of staffing for Office and Court cover (including Management cover), through agreement of leave, sickness absence management and amendment of rotas as required.
5. Support staff and volunteers in using resources in a way that will support their sustainability and contribute to management of the service so that equalities of opportunity are given to staff and service users.
6. Act as first point of contact to authorise referrals and transfers from outside agencies and Youth Offending Teams, ensuring all relevant information is received and actions are taken in line with national and local guidance.
7. With the Operational Team Manager, monitor caseloads held by staff, and ensure both statutory and non-statutory work is appropriately allocated according to role, grade and expertise and prioritised in line with assessed levels of risk and need.
8. Oversee effective quality assurance mechanisms which take account of the multi-disciplinary delivery of youth justice services and complex nature of this work.
9. Contribute to the design and implementation of annual Team Plans and ensure alignment of these with annual staff appraisal/objective setting for which you are responsible.
10. Ensure effective representation of the Youth Offending Team at local meetings, briefings and training events, taking into account role, grade and expertise in assigning tasks.
11. Contribute to risk assessments and ensure control measures are in place and complied with.

Financial Management

1. With Head of Service/Operational Team Manager, negotiate potential contributions from other statutory or non-statutory organisations and develop other opportunities for joint funding schemes and services.
2. Authorise Team expenditure as agreed with Head of Service/Operational Team Manager against budget cost codes, ensuring financial procedures are complied with by self and staff delegated to carry out finance related tasks.

Staff Management

1. Responsible for keeping own awareness of employment law and relevant policy and procedures up to date, to ensure management practice is compliant.
2. Make sound and safe recruitment and selection decisions, in line with IOWC (or partner organisation) processes and policy and monitor secondments to the Team.
3. Ensure all staff and volunteers you are responsible for receive effective induction, regular supervision and annual performance reviews.
4. Decide on action to be taken in relation to vulnerable people, impending Court appearances and levels of intervention to ensure assessed risk and needs are met (including referral to other organisations when appropriate or required).
5. Assess training and development needs for staff and volunteers and identify provision to ensure they are competent for their role. Secure development opportunities for self and staff and encourage them to maximise their potential.
6. Manage throughput of work and ensure compliance with agreed standards through appropriate allocation of work, making best use of the Team's skills mix and multi-agency framework, and effective implementation of quality assurance processes (including gatekeeping, counter-signature and audit).
7. Ensure high standards of professional practice are demonstrated at all times. In consultation with Operational Team Manager, deal with performance and conduct issues promptly and according to IOWC (or other employing partner organisation) policies and procedures.
8. Manage and direct staff and volunteers from a range of disciplines and backgrounds working with challenging and complex cases. Support staff and equip them to make difficult decisions, face challenges from clients, relatives and carers and communicate unfavourable decisions effectively.
9. Through strong leadership, motivate staff and volunteers to work in a responsive and effective way that demonstrates the ethos of the Team and achieves high levels of performance against Indicators and targets.
10. Encourage application of research, experience, reflective practice and learning from positive and negative experiences to effect continuous personal and service development and evidence based practice.

11. Ensure staff and volunteers take account of the 'voice of the child' and recognise victim safety issues within their day to day work.
12. Use Team Briefing and other methods of communication to ensure staff and volunteers are appropriately briefed and updated on departmental and corporate issues.

Information Management:

1. Maintain departmental standards on case recording, equalities and client access compliant with data protection, information sharing and confidentiality limits.
2. Evaluate information about individual and team workloads and use this to plan/prioritise work.
3. Produce management information about local service needs to assist in service and strategic planning.
4. With the Operational Team Manager, evaluate performance monitoring data and identify ways in which this can be maintained or managed.
5. Use appropriate ICT systems to authorise purchases, maintain personnel and client files, and communicate, assess and research information.
6. Ensure key updates are communicated to relevant staff in a timely and accessible manner.

Internal and External Contacts

1. Promote the work done by the Youth Offending Team and other related services (e.g. Prevention) to community groups, identifying opportunities for wider participation in youth justice services to contribute to ongoing service improvement and delivery.
2. Promote opportunities for volunteering with the YOT via advertisement across a range of media (in line with IOW Council policies and procedures) and at local venues and events.
3. Infrequent, but direct contact with service users to address non-compliance, query or concern in line with the expectations of this role and associated policy/practice.
4. Manage, direct and support staff and volunteers within the Youth Offending Team (comprising a range of disciplines) and make yourself constantly available throughout the day for consultation, quality control and decision making about urgent child, adult and/or public protection issues.
5. In consultation with the Operational Team Manager, deal with concerns, queries and complaints from service users, their families or other professionals, at all times seeking to resolve these at the lowest level through effective application of problem solving techniques and corporate policy.
6. Work in partnership with statutory and voluntary organisations including (but not limited to): Police, Probation, Health, Local Authority, Courts, Judiciary, Legal Representatives, Housing providers, Support services.

7. Liaise effectively with IOWC other departments (e.g. Human Resources) as required.
8. Promote multi-agency working and inform decision making regarding resolution of conflicting expectation, financial contribution, commissioning and service delivery.
9. Support effective partnership working with local Youth Offending Teams, including those within the wider Hampshire region, in relation to development of best practice.
10. Contribute, as requested, to data and reports submitted to the Youth Offending Team Management Board (comprising Senior Managers from Partner agencies).
11. Liaise with Youth Justice Board representatives as required.
12. Network with colleagues and professionals from other organisations involved in the delivery of youth justice services to share information, knowledge and feedback.
13. Refer requests from the Inspectorate, Elected Members and other involved parties to the Operational Team Manager/Head of Service.
14. Promote the work of the Youth Offending Team through professional standards of conduct and communication at all times.

Partnership Working:

1. Liaise with relevant departments, partner and parent organisations to ensure appropriate implementation of policy, procedure and protocol as well as terms and conditions of employment.
2. Promote effective delivery of youth justice services on the Isle of Wight through your own work and support of work done by others (e.g. Health, Police, Social Care, and Education etc).
3. Pro-actively seek opportunities for self, volunteers and team to further develop and maintain strong multi-agency relationships, plan jointly with them and, in consultation with YOT Management Team, commission new services.
4. With the Operational Team Manager, monitor Service Level Agreements (SLAs), Contracts and Partnership agreements with partner and other agencies.
5. Work flexibly with other Team Managers (in, but not limited to, IOW and Hampshire) to provide a strong and mutually supportive management team across related services within the Directorate.

Professional Development

1. Attend management training events, conferences and local briefings to ensure continued professional development and maintain awareness of national developments to effective practice.

2. With the Operational Team Manager, monitor changes to legislation or case law which impact on how practice is implemented and ensure practice is adapted as a result.
3. Inform Team of new and developing policy, locally and nationally.
4. Identify appropriate training and development opportunities for self and Team Members as well as volunteers.
5. Utilise Team, Pre-Court and Practice Meetings as a mechanism for staff learning and professional development via communication of practice/policy developments and an opportunity to reflect on recent practice.

Working Environment

The post holder may be required to:

1. Work in noisy environments- open plan offices, telephones ringing and conversations taking place all around.
2. Undertake travel to a variety of locations, including mainland venues, in order to attend meetings, training and briefing events.
3. Carry out risk assessments to reduce hazard of injury or negative impact and protect staff from violence or aggression in the workplace.
4. Monitor lone working arrangements and potentially dangerous situations, including out of hours working.
5. Respond to unpredicted or unpredictable events, incidents or episodes including cover for areas of work that are unplanned, unexpected or need urgent attention.
6. Deal with highly charged emotional situations involving staff, volunteers, other professionals, service users, the press and general public.
7. Provide emotional support to staff in relation to their work or issues which impact on their ability to complete it.
8. Balance an environment of high expectation/low resource whilst meeting risk and need levels.
9. Support staff in making difficult decisions in relation to services offered to children, young people and parents/carers.
10. With the Operational Team Manager, communicate and implement departmental decisions which adversely affect ability to deliver services.
11. Manage pressures associated with juggling the balance of demands, resources and priorities.

Generic quality statement: The Isle of Wight Council expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

Safeguarding - The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

Diversity and Equality - All employees are expected to treat others with dignity and respect.

Health and Safety - The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

Data Protection and ICT Security – All employees are required to ensure that any information or data collected or input in to a council system complies with the standards set out and any associated processes that are specific to an area of work.

This job description is correct as at the date given above. In consultation with the postholder it is liable to variation by management to reflect or anticipate changes to the job. As a term of employment the postholder may be required to undertake other duties in this post or, following consultation, any other post in any of the Isle of Wight Council's Directorates.