

# NORTH SOMERSET COUNCIL

## JOB DESCRIPTION

<b><u>DEPARTMENT</u></b> CYPS	<b><u>DIVISION &amp;/OR SECTION</u></b> Youth Offending Service – Junction 21	
<b><u>JOB TITLE</u></b> Mentor & Advocacy Officer	<b><u>POST NO.</u></b>	<b><u>GRADE</u></b> JG6

### 1. **JOB PURPOSE**

- To contribute to the work of the YOS in general in preventing offending and enhancing community safety.
- To work in a variety of settings with young people including those who are at risk of offending and anti-social behaviour or in local authority care
- To support project coordinator in the recruitment, training and supervision of volunteer mentors and casual workers
- To deliver bespoke advocacy interventions to children looked after, care leavers and young people experiencing the child protection process
- To organise and deliver return home from missing interviews for children in care

### 2. **DIMENSIONS**

- Services young people accessing YOS projects on an ad-hoc basis (SAS, YVS, Junction 21, YISP, EEP)
- Direct contact with known young people at risk of offending and those who are vulnerable due to their behaviours.
- Service delivered to Children and Young Peoples Services through children looked after, care leavers and child protection cases

### 3. **PRINCIPAL ACCOUNTABILITIES**

- 3.1 To work closely and creatively with the Junction 21 Coordinator to achieve agreed elements of plans for young people on a variety of YOS programme including the ongoing support of volunteer mentors and casual workers

- 3.2 To contribute towards the continued assessment of young people's needs and the risks/vulnerability they present, and to the planning and evaluation of work undertaken with them.
- 3.3 To undertake direct work with young people, including provision of training in social and life skills which can include support mentoring, independent visiting and advocacy for young people at risk of offending, in local authority care or subject to Child Protection
- 3.4 To support the ongoing delivery of Junction 21 which can include supporting the training and supervision of volunteers
- 3.5 To communicate regularly with parents/carers, accommodation-providers, and other participating agencies to provide support and ensure that the young person is accessing the support needed and engaging
- 3.6 To support young people into education, training and/or employment, for example, by attending meetings or liaising with providers.
- 3.7 To support young people in accessing services from Health, Mental Health, Housing, Benefits, Sports and Leisure and other providers.
- 3.8 To provide a positive role model and to challenge attitudes and behaviours placing young people at continued risk of offending/ASB
- 3.9 To work in accordance with Youth Offending Service policies and procedures, including those relating to health and safety and anti-discriminatory practice.
- 3.10 To liaise and work with a large range of other agencies within and outside the Youth Offending Service in order to deliver effective intervention packages. For example: Educational, Social Workers, Police Officers and CAMHS
- 3.11 Keep clear and accurate records of work undertaken in accordance with National Standards. Maintain up-to-date records which could be used in the court setting, child protection conferences and educational meetings
- 3.12 Represent the Youth Offending Service and young people in Police Stations, residential homes and custodial establishments if required.
- 3.13 Work closely and sensitively with young people who may have mental health or drug/alcohol issues
- 3.14 Work flexibly including occasional work at weekends and evenings in order to deliver individually tailored programmes, supervision and contacts. This includes the carrying of a duty mobile on rota
- 3.15 Offer support to young people known to other services including The Care leaving Team, Disabled Childrens Team and The Corporate Parenting Team if required
- 3.16 Ensure that the team provides quality customer care and that users are appropriately involved in service delivery, development and have input in decisions that may affect them

- 3.17 Undertake and ensure health and safety requirements are met.
- 3.18 Ensure that protocols regarding confidentiality, Information sharing and GDPR are maintained.
- 3.19 Gain and analyse feedback from service users and implement improvements based on the data

#### **4. ORGANISATION**

See attached Organisational Chart.

#### **5. SUPERVISION AND WORK PLANNING**

- To keep Junction 21 Coordinator appropriately briefed from on work allocated, or YOS Service Lead/Operational Manager in their absence.
- To provide supervision to volunteers and casual workers where allocated.

#### **6. QUALIFICATIONS & EXPERIENCE**

**E = Essential D + Desirable**

##### Qualifications:

- E** 5 GCSE passes or equivalent including English Language.
- E** Degree level qualification or equivalent.
- D** Any recognised qualification in work with adolescents.
- D** Any qualifications in working with volunteers

##### Work Related Experience & Associated Vocational Training:

- E** Previous experience of direct work with young people whose behaviour can be challenging, anti-social or who have experienced local authority care
- E** 6 months experience of working as part of a successful team.
- D** Supporting young people into education and/or other services
- D** Working in a multi-agency setting
- D** Experience of windows-based packages
- D** Experience in delivering advocacy interventions
- D** Experience of supervising volunteers

Job Related Skills:

- E Proven communication skills with young people
- E Empathy, patience and resilience
- E Challenging offensive and offending behaviour
- E Holding clear boundaries with young people and being consistent in approach
  
- E Competent literacy skills – able to draft letters, short reports and keep clear records of work undertaken
- D Ability to deliver training packages
- D Negotiating with statutory and other agencies and skills to challenge decisions appropriately

Specialist Knowledge:

- E Factors that place young people at risk of offending
- D Understanding of youth justice system including the Crime and Disorder Act 1998
- D Practice effective in helping young people to stop offending
- D Knowledge of the Childrens act 2008 and Childrens rights

Personal Skills:

- E Demonstrate an ability to form and maintain positive working relationships as part of a multi-disciplinary team
- E Excellent verbal and written skills, demonstrated in a variety of settings

Special Working Conditions:

Other: Able to work flexible hours including evening work; and some weekend work

Contra-indications: DBS and double reference checks

External candidates to be subject to a satisfactory report from the Occupational Health Physician.

**7. JOB CONTEXT**

- The post holder will need to be self motivating and competent in being able to function independently on a day to day basis and make appropriate decisions. The post holder will be clear regarding accountability to the YOS Manager and aware of the importance of referring issues as appropriate.
- The post demands a capacity to work with multi-disciplinary staff from a range of agencies, and to liaise and establish/maintain effective working relationships with a range of agencies.
- The post holder will need skills in balancing the demands of young people, carers, victims and the agendum of various agencies.
- Monitoring performance and working to objectives will be key aspects of this post.

## **8. SCOPE FOR IMPACT**

- The work of the YOS and Junction 21 has direct impact on the prevention of youth crime, promotion of community safety and addressing the concerns of the victims of youth crime. This work entails working with young people, carers and victims, and ensuring the contribution of partner agencies.
- The post holder will be expected to support young people in care and care leavers, as directed by the Manager. This can include young people with mental health and drug/alcohol issues

## **9. CONTACTS**

- Extensive contact, with statutory and independent sector organisations in promoting crime prevention, the voice of the child and enhancing the life opportunities of young people and their families.

## **10. GENERAL**

- The job only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out.
- The postholder will be expected to work outside normal office hours and possible weekends if available. A significant proportion of direct contact with young people will take place in the evening and at weekends on an ad-hoc basis.
- The post holder will need the ability to travel throughout the geographical area of North Somerset.
- The post holder will be required to use his/her own initiative in ensuring that the Council's Equal Opportunities Policies, where they have been developed, are implemented in relation to the work area.



**NORTH SOMERSET COUNCIL  
PERSON SPECIFICATION**

<b>DIRECTORATE:</b> Children & Young Peoples Services	<b>SECTION:</b> Youth Offending Service – Junction 21	
<b>POST TITLE</b> Mentoring & Advocacy Officer	<b>POST NO:</b>	<b>GRADE: JG6</b>
<b>ASSESSMENT CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
QUALIFICATIONS	<ul style="list-style-type: none"> <li>• 5 GCSE passes, or equivalent, including English language.</li> <li>• Degree level qualification or equivalent.</li> <li>• Previous experience of direct work with young people whose behaviour can be challenging or anti-social.</li> </ul>	<ul style="list-style-type: none"> <li>• Any recognised qualification in work with adolescents.</li> <li>• Any qualifications in working with volunteers</li> <li>• Direct work with young people in local authority care</li> <li>• Community Justice NVQ at Level 3 or equivalent qualification.</li> </ul>
WORK RELATED EXPERIENCE & ASSOCIATED VOCATIONAL TRAINING	<ul style="list-style-type: none"> <li>• 6 months experience of working as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting young people into education and/or other services.</li> <li>• Working in a multi-agency setting.</li> <li>• Experience of windows-based computer packages.</li> <li>• Experience of training and supervising volunteers/casual workers</li> <li>• Experience of delivering advocacy interventions</li> <li>• Understanding of trauma informed working practise</li> </ul>

<p>SKILLS AND ABILITIES</p>	<ul style="list-style-type: none"> <li>• Proven communication skills with young people.</li> <li>• Being able to listen and support young people to have a voice</li> <li>• Empathy, patience and resilience</li> <li>• Challenging offensive and offending behaviour.</li> <li>• Holding strong boundaries with young people, honouring commitments and being consistent</li> <li>• Competent literacy skills – able to draft letters, short reports and keep clear records of work undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiating and liaising with other agencies.</li> <li>• Challenging decisions that impact young people appropriately</li> </ul>
<p>SPECIALIST KNOWLEDGE</p>	<ul style="list-style-type: none"> <li>• Factors that place young people at risk of offending/ASB</li> <li>• Factors that place young people at risk of CSE, CCE and county lines</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of youth justice system including the Crime and Disorder Act 1998 and the Childrens and young persons act 2008</li> <li>• Practice effective in helping young people divert away from offending and ASB</li> <li>• Supervision and training of volunteers.</li> <li>• Delivering effective advocacy interventions</li> </ul>
<p>OTHER REQUIREMENTS</p>	<ul style="list-style-type: none"> <li>• Commitment to anti-discriminatory practice.</li> <li>• Ability to travel around North Somerset,</li> <li>• Preparedness to work outside usual office hours, including some evenings and weekends.</li> <li>• Working within a statutory setting.</li> <li>• Due to the nature of the work undertaken in this role the</li> </ul>	

	<p>postholder must have the ability to travel and carry passengers throughout the geographical area of North Somerset. A suitable vehicle is therefore an essential requirement.</p> <ul style="list-style-type: none"><li>• Willingness to carry a duty mobile phone on rota</li></ul>	
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Date:      Approved: