



JOB TITLE:	Youth Justice Service Team Manager		
GRADE:	G11	SERVICE AREA:	Youth Justice Service
JOB CODE:	CHI328YOUTG11		
REPORTS TO:	Youth Justice Service Strategic Lead	LOCATION:	Based at Walsall Council House.
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Enhanced DBS disclosure is required for this post Ability/willingness to travel from location to location Expectation to work outside normal working hours providing on call management cover during evenings and weekends on a rota basis This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English. Your designated place of work will be Walsall Council House. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term. 		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to

safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- To demonstrate and champion the Council's P.L.A.T.E (Professional, Leadership, Accountable, Transparent, Ethical) behaviours and values.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- Leadership and management of a multi-disciplinary team to achieve the principle aim of the Youth Justice Service – prevent and reduce the offending of children and young people.
- Ensure children, young people, their families and communities have an input in service delivery
- To oversee the delivery of robust services to children and young people who offend in line with the legislative requirements of the Crime and Disorder Act 1998 and the criminal Justice and Immigration Act 2009 and any other legislation as applicable.
- To ensure effective and inclusive delivery of service ensuring that vulnerable children and their families receive quality interventions that safeguard and promote their welfare.
- To lead on safeguarding, public protection and risk management.
- To reduce the use of remands and custodial sentences, improve educational outcomes for children and young people and decrease the overrepresentation of BAME children and young people in the Criminal Justice System.

3. Role specific duties and accountabilities:

Horizon Scanning

- To make highly complex decisions relating to provision for children, young people and their families in accordance with relevant policies, procedures and legislation.
- To lead on developing, and evaluating, a practice framework to ensure that education, employment, health and activity needs young people in the justice system are met.
- To be part of Children's Services extended management team and promote good quality collaborative working with partner agencies, stakeholders and voluntary sector.
- To work in alignment with Children's Services locality model and key operational and strategic services, including Children's Social Care, Adolescent Support Team and Early Help Teams.
- To work collaboratively with regional Youth Offending Services, the national Youth Justice Board, and in partnership with the West Midlands Violence Reduction Unit.

- Responsible for managing the operational relationship with key funding statutory partners (including Police, National Probation Service, Health and Education) including the successful deployment of staff, the design and implementation of resource and intervention pathways.
- To ensure that the YJS is suitably prepared for future HMIP inspections of youth offending and continually learns from previous local HMIP inspection recommendations (and Ofsted where appropriate), published inspection reports from around the country and thematic reviews of practice.
- To write, implement and review specific Youth Justice policies and procedures.

Leading People

- To induct, supervise, develop, motivate and appraise staff to proactively manage performance.
- To provide oversight and lead on quality assurance processes.
- To monitor and review workload and practitioner capacity to ensure performance management and quality of casework is being maintained and improved where appropriate.
- To chair and participate in delivery groups, task groups and other appropriate professional meetings, including, but not limited to, Criminal Exploitation Panels, and YJS Multi-Agency Risk and Safeguarding panel.
- To be the YJS MAPPA (Multi-Agency Public Protection Arrangements) lead and attend risk management meetings for high risk level 2 and 3 offenders.
- To model and promote Restorative Practice with the team.
- To provide support and supervision to deployed/seconded partnership staff (including Police, National Probation Service, Health and Education) in accordance with service level agreements, partnership performance frameworks and key performance indicators.
- To ensure the requirements of appropriate childcare and criminal legislation and guidance is fully understood by all members of staff and that staff are fully updated when changes are made in respect of current developments, research and legislation
- To ensure all staff have Annual Performance Conversations and are committed to continuous professional development.
- To ensure appropriate systems are in place to manage YJS volunteers.

Managing Resources

- To assess the resources required to support the delivery of the YJS Annual Strategic Plan and to manage the Service's provision within the allocated budget.
- To ensure that that YJS staff, including deployed partner staff and volunteers, are appropriately trained.
- To maximise opportunities for external funding insofar as these are compatible with agreed business plans, corporate objectives and commissioning rules.
- To monitor and review effective workload management and to ensure organisation of the rota, out of hours emergency on call cover and patterns of working to ensure resilience within the Service.

- To lead on staff recruitment and retention fully adhering to council's procedures of Safer Recruitment.
- To support staff using HR policies and procedures, including Performance Management, Disciplinary and Managing Attendance.
- To have a clear understanding of the budget and to be able to predict any budget pressures and, in conjunction with the YJS Strategic Lead, develop robust plans to manage this.
- Delivery of service within allocated budget (s) and in compliance with Walsall Council's financial procedures and regulations.
- To oversee the provision of services, provided by voluntary and external agencies, for young people in the Youth Justice System.
- To oversee services for victims of crime, in line with the Victim's Code of Practice.
- Deputise at strategic meetings/forums for the YJS Group Manager and be the named lead for the service to manage risk and serious incident reporting.
- To ensure that cases, reports for court (Pre-Sentence, Breach, Recall, Parole), reports for child protection conferences and other professional meetings, are allocated on time, taking into account individual risks, needs and diversity.
- To undertake and review the Health and Safety of staff, including completing risk assessments.

Managing Performance

- To ensure all assessments, reports and intervention plans are completed on time, of sufficient quality and in line with National Standards for Youth Justice.
- To work closely with the YJS Management team to deliver effective, robust evidence-informed practice with children and young people and their families in Walsall in line with statutory National Standards in Youth Justice.
- To undertake comprehensive reviews on all cases where young people receive a custodial sentence, commit a serious further offence or serious suicide attempt (or other serious safeguarding incident) within a set time-period.
- To identify and challenge disproportionality on all levels and report to the YJS management, Senior Leadership Team and the Youth Justice Board.
- To establish, monitor and review quality assurance systems to measure performance and effectiveness of individuals and the service, and report any deficiencies, along with proposed solutions to the Strategic Lead.
- To have full responsibility for the delivery of services to children, young people, their families and carers, in line with legislation, guidance and local policy and procedures.
- To monitor the performance of staff through regular supervision, observations of practice and appraisal of the Senior Practitioners / Support workers/ Youth Justice Officers, Social Workers, ASYE, seconded and specialist workers / (according to joint arrangements with clinical supervisors).
- To ensure all staff have Annual Performance Conversations completed and reviewed at regular intervals.

- To use management information systems effectively to drive up the performance and quality of the service.
- To undertake regular case audits and ensure that statutory obligations and performance management targets are being met.
- Prepare reports and maintain all necessary records including computerised records for administrative and statistical purposes in Children's Services.
- Contribute to the development and review of management information systems in planning and monitoring service activity.
- To ensure children and young people are aware and have access to the Complaints and Representation Process and ensure that Children's Services conforms to the Social Services Representation and Complaints Procedure.
- To work alongside the Children's Services Performance, Improvement and Quality Team to ensure information on the YJS database is accurate, that performance information is regularly collected and reported for the purpose of quarterly returns to the national Youth Justice Board, Youth Justice and Children's Services Performance Boards, and individual and service performance.

Managing Self

- To be responsible for development of own performance, maintaining an up to date knowledge of this specialist area and children and young people's services to contribute to ongoing professional development.
- To be aware of the current national and local issues relating to the Youth Justice System, Local Government and the Authority insofar as they impact upon the post.
- To keep up to date with Walsall Council and services policy, national trends, research, government guidelines, legal issues and legislation changes.
- To promote a positive image of Walsall Children's Services and the Youth Justice Partnership
- To operate at all times within the PLATE values and behaviours and any other regulatory standards for other professionals.

4. Key Stakeholders and reporting lines

- The YJS Team Managers report to the YJS Strategic Lead
- The YJS currently sits within the Children's Services Directorate under the Director of Commissioning and Early Help.
- In addition to our young people and families, the key stakeholders for the YJS are Walsall MBC, West Midlands Police, CCG and the National Probation Service. The Service remains a servant of the Youth and Crown Courts.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to effectively quality assure youth justice work, including assessments, reports and intervention plans.	A/I/T	3
Ability to deliver outcome focussed services through effective engagement with children, their families and carers.	A/I	2
Ability to motivate and provide effective feedback to staff, to lead and manage change processes in a complex organisation.	A/I	3
Ability to supervise youth justice staff, to improve performance and achieve better outcomes for young people	A/I	3
Ability to develop and improve relationships with statutory and non-statutory partners to improve outcomes for young people.	A/I	2
Ability to design, implement and evaluate projects or programmes to improve outcomes four young people in the youth justice system.	A/I	2
Ability to write policies, procedures and service level agreements	A/I	2

Ability to follow HR policies and procedures, including performance, disciplinary and attendance.	A/I	3
Ability to prepare detailed and succinct reports and present these in a formal setting.	A/I/T	3
Ability to analyse and interpret performance data	A/T	2
Demonstrates an understanding and commitment to equality of opportunity and anti-discriminatory practice and the ability to challenge and rectify discriminatory practice at individual and systemic levels.	A/I	3
Ability to use I.T systems and youth justice databases.	A	
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	A/I	1
Significant experience of managing services to children and families.	A/I	3
Demonstrate a comprehensive and robust working knowledge of best practice in working with children and young people who offend, including services for victims and resettlement from custody	A/I/T	3
Experience of working in or with the criminal courts	A/I	3
Demonstrates detailed knowledge of assessing the needs of young people and their families, including child development, trauma and attachment, in accordance with national frameworks and best practice guidance.	A/I/T	3
Robust understanding of the factors that impact on the vulnerability of children and young people including; contextual safeguarding, criminal and sexual exploitation, NRM framework, youth violence and missing education.	A/I	3
Knowledge of disproportionality within the youth justice system.	A/I	3
Experience of determining priorities in the implementation of statutory young person's service.	A/I	2
Knowledge and understanding of the importance of performance management and the use of management information systems in operational management.	A/T	2
Demonstrate a comprehensive and robust understanding of risk management, including an awareness of MAPPA processes and procedures.	A/I	3
Robust understanding of relevant legislation including Working Together to Safeguard Children, Criminal Justice and Immigration Act, Legal Aid, Sentencing and Punishment of Offenders, Powers of Criminal Court Sentencing Act.	A/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
A relevant professional qualification at a minimum of Honours Degree Level, including;	A	
Social Work qualification (i.e. BA, MA, CQSW, CSS, DipSW)	A	
Qualified Probation Officer	A	

Relevant Honours Degree (I.e. BA Youth Justice)		A	
You must hold the Youth Justice Effective Practice Certificate (YJEPC) or professional Certificate In Effective Practice (PCEP) OR be willing to complete this within 12 months of appointment		A	
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity			3
Awareness of, and commitment to, confidentiality and handling data			3
Prepared by:	Phil Rutherford	Date:19/12/20	