

IYSS Case Coordinator

Salary Range: £37,716 - £42,392

Grade: Level 3 Zone 1

Location: Crowndale Centre

Reports to: Team Manager (Resources and Operation)



About the role

The Integrated Youth Support Services (IYSS) includes the Youth Justice Service, Youth Service and Youth Early Help, Connexions, FWD (substance misuse service) and Evolve (Reducing Serious Youth Violence & Exploitation) and aims to improve outcomes for children and their families.

This role supports the work of the service in preventing offending and re-offending by children, intervening early and promoting children's full participation in education, employment and training.

To hold responsibility for the effective day to day coordination of case management including the support of consistent data recording, document management and information gathering. To assist with the processing of referrals into IYSS in a timely manner, including direct communication with children, their families and the referring agencies. To support the work of the IYSS in preventing offending and re-offending by children and promoting children's full participation in education, employment and training. To support effective referrals into the IYSS, and support case managers to fulfil their roles across the service.

About you

To hold responsibility for the effective day to day coordination of case management including the support of consistent data recording, document management and information gathering. To assist with the processing of referrals into IYSS in a timely manner, including direct communication with children, their families and the referring agencies. To support the work of the IYSS in preventing offending and re-offending by children and promoting children's full participation in education, employment and training. To support effective referrals into the IYSS, and support case managers to fulfil their roles across the service.

- You will be supporting case managers to maintain clear, precise and appropriate case management records on IT client information systems, in accordance with local and national standards.
- You will assist the Early Help Allocations Manager in the processing and monitoring of Tier 2 referrals made to Youth Early Help team.
- You will maintain confidentiality and observe data protection guidelines in line with GDPR. Management of documentation and referrals ensuring consistent and accurate data recording.
- You will work in partnership with colleagues in administrative, case management and management functions to ensure all enforcement correspondence and breach paperwork is completed in a timely manner.
- You will liaise with partner agencies (e.g. Police, schools FSSW, Central London Connexions, schools and other education providers) in the gathering of key information on IYSS clients.
- You will help with tracking children's/family's progress as part of the Department for Education requirements and Camden plans objectives.
- You will contribute to the monitoring of performance & compliance, and take necessary action as required.
- You will work collaboratively with the Resources and Operation team and make recommendations for improvements in local systems and procedures to contribute to the effectiveness of workflow.

The things you'll achieve

Experience

Supporting case managers to maintain clear, precise and appropriate case management records on IT client information systems, in accordance with local and national standards.

To maintain confidentiality and observe data protection guidelines in line with GDPR. Management of documentation and referrals ensuring consistent and accurate data recording.

Fully proficient in Microsoft Office packages such as Word, Excel and Outlook.

You have

You are able work well in a team, as you will be supporting colleagues daily. You are able to work to tight deadline and prioritise your work accordingly.

Other important information...

People management

N/A

Work environment

This post is based at the Crowndale Centre and is office based at least two days a week. The hours of work are 9am to 5pm in general; however this role may require attendance at Referral Order panels and partnership meetings that can take place in the early evening.

Who you will be working with

You will be joining the Resources and Operations team, with various group of Management Information Officers and Case Coordinators, led by Team Manager Rupinder. In this role, you will primarily work with the Youth Justice Service Team and Case Managers, playing a key part in supporting their work.

The application process

Following an anonymised application process, successful candidates will be invited to an interview and complete a short test.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

