

## **Job Profile Information: Youth Early Help Case Manager (CCfL)**

**This supplementary information for Youth Early Help Case Manager (CCfL) is for guidance and must be used in conjunction with the Job Capsule for Job Zone 3 Level 2**

**Camden Way Category .....**

**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:**

Part of the Integrated Youth Support Service, Youth Early Help offers targeted interventions and support for young people who may be at risk of engaging in harmful behaviours and/or require additional support to overcome difficulties in their lives. The purpose of the role is to manage a caseload of pre-court, prevention, Triage and early help cases as well as delivering group work activities / workshops. The work requires working innovatively with young people from diverse backgrounds and engaging them and their families and other professionals in order to assess, develop and deliver interventions and activities that support their personal and social skills and participation in society. This particular post will be based at Camden Centre for Learning (KS3 & KS4).

All staff across the Early Intervention and Prevention section are expected to adopt Camden's Resilient Families approach and hold family cases supported by the team around the family approach.

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

*(Approx. six to eight key statements)*

- Working within a multi-disciplinary team, to be responsible for all aspect of case management for allocated pre court, prevention, triage and early help cases ensuring that case management process and systems used are compliant with local and national standards and inspection framework;
- To use a variety of creative and innovative approaches to effectively engage with young people from diverse backgrounds and enable them to access positive activities and services;

- Working collaboratively with young people and a wide range of agencies, adopt creative and innovative approaches to deliver effective evidence based group or individual interventions/programmes to reduce the risk of harmful behaviour and disengagement from education, training and employment;
- To gather and analyse information in order to manage risk, taking necessary measures to ensure welfare needs are met effectively whilst giving due consideration to public protection;
- To act as lead professional for allocated cases and work collaboratively with partners using a family based approach to work towards increasing young people and family resilience;
- To maintain clear, precise and appropriate records on client information systems, in accordance with local standards, maintaining confidentiality and working within the data protection legislation/guidelines;
- Utilise effective planning, monitoring and evaluation techniques to assess the quality of the work being delivered against quality assurance guidance, local and national inspection frameworks, taking action when required to address work that falls below a satisfactory standard.

**People Management Responsibilities:**

*(Number of reports, nature of management responsibility)*

NONE

**Relationships;**

*(Nature of relationships and partnerships e.g. internal, external, and level)*

The post holder will be part of the Multi-agency team working at CCfL and will have regular contact with school staff, head of school and the Director of CCfL. The post holder will also be part of the Central area hub with contact with team based at the South and North hub where appropriate. From time to time, the post holder will also develop partnerships with external organisations / services in order to support young people.

**Work Environment:**

*(Describe the work environment e.g. office based, outdoors etc.)*

This particular post will be based at Camden Centre for Learning. CCfL comprises of three specialist services in Camden that currently provide support for secondary aged children and young people with social, emotional and mental health difficulties: The SEMH Special School, The KS3 Pupil Referral Unit and The KS4 Pupil Referral Unit. The post holder will manage a caseload of young people who present challenging behaviour.

The role may also involve working unsociable hours including evenings and weekends. During term times, the role requires starting the day by attending a morning (8:30am) briefing and the school day ends with a feedback session afterschool. The role requires flexibility in order to meet fixed deadlines and competing priorities.

Home visits is a regular requirement of the work. The public engagement element of this role means coming in to contact with people, some of whom may at times, be challenging.

**Technical Knowledge and Experience:**

*(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

- Professional Qualification in any of the following:
  - Social work (HCPC registered)
  - Professional Certificate of Effective Practice or significant experience in working with young people
  - Probation
  - Degree in Youth and Community work
  - Level 4 or above IAG, careers guidance
  - Social work
  - Psychology/Counselling
  - Substance Misuse
  
- Substantial experience of working with young people who are considered to be at risk of engaging in offending behaviour, being NEET, have SEND, being exploited etc.
- Experience of assessment, planning and delivering intervention/programmes for young people in order to meet specific needs.
- Experience of working closely with a wide range of network including Health, Police, Education, Crime Reduction, Youth Justice and children's safeguarding colleagues.
  
- A good understanding of information sharing protocols and duties.
- Strong understanding of the education system and structures for learning support.
- Good understanding of the factors that enhance educational and personal achievement for young people.

- A good understanding of evidence and outcome based practices.
- Proven ability in engaging with young people, setting and maintaining clear boundaries, building relationships and positively influencing change.
- Excellent communication, negotiation and influencing skills and ability to develop successful partnerships with agencies, developing and delivering joint work to a high quality standard.
- Ability to take responsibility for planning own work, consistently achieving and delivering to time, and quality despite tight timescales and conflicting priorities.

### **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 visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

### Chart Structure

