

## **Job Profile Information: Integrated Youth Support Service (IYSS) Case Co-ordinator**

**This supplementary information for *Integrated Youth Support Service (IYSS) Case Co-ordinator* is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1**

### **Camden Way Category 3**

**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:**

- 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 young people, their families and the referring agencies.
- To support the work of the IYSS in preventing offending and re-offending by children and promoting young people'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.

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

- 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 assist the Early Help Allocations Manager in the processing and monitoring of Tier 2 referrals made to Youth Early Help team.
- To help with producing and promoting the work on IYSS and in the development of practice resources
- To maintain confidentiality and observe data protection guidelines in line with GDPR. Management of documentation and referrals ensuring consistent and accurate data recording.
- To 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.

- To 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.
- To help with tracking young people's/family's progress as part of the Department for Education requirements and Camden plans objectives.
- To contribute to the monitoring of performance & compliance, and take necessary action as required.
- To work collaboratively with the Operations and Resource team, and make recommendations for improvements in local systems and procedures to contribute to the effectiveness of workflow.
- To receive and distribute information and communications effectively, through court results, telephone calls, emails and paper. To access electronic messages and respond as necessary.
- To promote and engage in restorative principles and participatory practice in working with young people, families and victims
- To support the organisation and co-ordination of Referral Order panels in accordance with local and national guidance.

**People Management Responsibilities:**

N/A

**Relationships;**

To liaise with external agencies such as Public Health, NDTMS, Youth Justice Board, Ministry of Justice, Home office, Police, Mayor's office, Her Majesty's Inspectorate of Probation, Department for Education, Adult Drug and Alcohol Services, Public Health England, and the Council's External Auditors as required.

**Work Environment:**

This is an office based post and the hours of work are 9am to 5pm in general; however this role may require attendance at Referral Order panels that take place in the early evening, as well as attendance at the team around the family (TAF) and partnership meetings

**Technical Knowledge and Experience:**

**Essential Knowledge**

- Understanding of the early intervention and prevention work Substance Misuse, youth justice system, Information, advice and guidance services and the role of multi-agency partnerships.
- Knowledge of Mosaic systems, Youth Offending IT Systems, IYSS, or similar case management systems.
- Knowledge of confidentiality and data protection/GDPR and understanding of its practical application.

**Desirable Knowledge:**

- Understanding of risk and safeguarding in social care and criminal justice environment

**Essential Experience:**

- Experience of working in a young person focussed setting
- Experience of working in high pressured environment and meeting deadlines
- Experience of working in an office environment
- Experience of gathering and processing information
- Experience of a business administration or information management role
- Experience of dealing with clients and professionals in a front line service
- Experience of working in a team environment

**Essential SKILLS:**

- Ability to demonstrate knowledge of MS Office and databases.
- To demonstrate good interpersonal skills, able to communicate effectively with a wide variety of audiences.
- Strong organisational skills

## **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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>