

## **Job Profile Information: Youth Offending Service Case Manager**

**This supplementary information for Youth Offending Service Case Manager is for guidance and must be used in conjunction with the Job Capsule for Level 3 Zone 2**

### **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:**

As a Case Manager for the Youth Offending Service you will:

- Manage a case load of youth justice cases, work innovatively with young people from diverse backgrounds and engage them and their families and other professionals in order to assess, develop and deliver intervention and activities that support their personal and social skills and participation in society
- Directly contribute to youth offending service outcomes by creatively engaging young people who are subject to youth justice orders and also who are at risk of anti-social behaviour, crime, becoming NEET and substance misuse.

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

- Working within a multi-disciplinary team, to be responsible for all aspects of case management of youth justice cases, including dealing with non-compliance issues swiftly and effectively in compliance with local and national standards and inspection frameworks
- To effectively engage with young people from diverse backgrounds at all stages of case management including during assessment, review and delivery of interventions/programmes.
- To gather information, analyse and assess in order to manage risk, re-offending and safety/wellbeing accurately using appropriate screening and assessment tools; taking necessary measures to ensure welfare needs are dealt with effectively and public protection considerations are effectively managed.

- To represent the YOS in the Youth Magistrates' and Crown Court providing advice and support to young people, their families and the judiciary. Undertaking assessments within a secure area will also be part of the role when working in court.
- 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.
- 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 offending and disengagement from education, training and employment
- To adopt a restorative approach in engaging young people and work together with colleagues to support opportunities to repair harm.
- To maintain clear, precise and appropriate case management records on IT client information systems, in accordance with local and national standards and in line with data protection guidelines
- Prepare, deliver and participate in the running of group work programmes.

**People Management Responsibilities:**

*N/A*

**Relationships;**

- The post holder will be required to liaise and work effectively with various teams and services across the Supporting People department.
- Camden teams are supported to work within the Resilience Family's framework that builds on developing resilience with young people and their families. This begins with staff teams feeling empowered to drive improvement and deliver excellent services.

**Work Environment:**

- The role is office based and will require regular attendance at Youth Courts, Crown Courts, secure estates, Police stations and community facilities.
- Home visiting is a regular requirement of work with families, at times outside 9-5 hours to avoid interfering with school and work commitments of families. The public engagement element this role involves regularly coming into contact with people, some of whom may at times be distressed, agitated and, from time to time challenging.
- There is a requirement to be able to work flexibly and outside normal office hours, including evening, weekends and on call-arrangement and required to be flexible and adaptable to ensure consistent provision of service.

**Technical Knowledge and Experience:**

## Essential:

- Professional Qualification in any of the following:
  - Social Work (HCPC - Registered) OR
  - Professional Certificate of Effective Practice (with considerable recent work experience in case management within the youth justice system) OR
  - Youth Justice Effective Practice Certificate (with considerable recent work experience in case management within the youth justice system) OR
  - Probation

## Desirable:

- Educated to degree level

## **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 Camden by clicking [HERE](#)