

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

This supplementary information for *Service Manager Youth Offending Service* is for guidance for Job Level 5 Zone 2

### **Camden Way Category 4**

**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 Service Manager you will be responsible for the strategic and operational delivery of Camden Youth Offending Service. You will take overall responsibility for ensuring services are delivered in line with local and national standards, ensuring safe, effective and consistent delivery of high quality outcome-focused provision to young people in Camden. You will lead on championing evidenced based and innovative practices that have participation and young people and families at the heart of everything we do.

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

1. To provide effective operational leadership and management to staff in the Youth Offending Service (YOS) to secure effective multi-agency working and performance to the highest standards of professional practice and risk management in accordance with government regulations and guidance, YJB National Standards and relevant research findings.
2. The Service Manager will take full responsibility for achieving the targets as set out in the Youth Justice Plan
3. To operationally lead on behalf of the Head of Integrated Youth Support Service the Council's relationship with the Youth Justice Board, the formulation of the annual Youth Justice Plan and the efficient implementation of the Plan and performance recording and reporting to meet the requirements of the Youth Justice Board and Camden's Council's strategic partnership arrangements.
4. Ensure the YOS implements effective risk management, safeguarding and quality assurance processes commensurate to the need of young people engaged with the service as well as meeting the needs of the wider community.
5. To ensure effective performance against youth justice national indicators and achieve agreed service outcomes and objectives for the YOS and associated partner agencies.
6. To work in partnership with all statutory and voluntary agencies and other stakeholders engaged in community safety and crime reduction as well as other managers within the Division and partners across Council.
7. Manage assigned budgets and resources ensuring adherence to targets, effective use of funds and compliance with financial regulations

**Note:** All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties

### **People Management Responsibilities:**

- To provide regular supervision and line management to 3 YOS Team Managers.
- To support and empower others to develop their confidence and skills.
- To address and oversee performance management issues that arise, supporting people to positively resolve difficulties where possible, taking action with HR where necessary.
- To promote positive approaches to diversity and identity, providing guidance and challenge.
- To prepare reports for The YOS Management Board and the executive side of the local authority on the management and outcomes of the service.

### **Relationships;**

- To model the appropriate use of authority across a range of situations, supporting others to understand and work with the authority inherent in their positions
- To model effective engagement with a wide range of people in challenging situations, and support others to develop and maintain effective engagement, including in situations of hostility and risk
- To promote a culture which supports empathetic compassionate relationships with other professionals, people who use services, and those who care for them.
- To develop and maintain effective working relationships with internal and external partners including but not limited to schools, police, court, social services, probation, health services and the voluntary and community and faith sector agencies

### **Work Environment:**

- The job is primarily office based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex and high risk problems or issues. The post holder will be required to work occasional evenings and weekends on a rota basis.
- The post holder will be required to take responsibility for the compliance with Data Protection, Health and Safety legislation in accordance with the Council and departmental safety arrangements, policies and codes.

- The majority of the work will be based at council and occasionally community buildings throughout the borough. Attendance at meetings and conferences at regional and national venues is expected.

## **Technical Knowledge and Experience:**

### **1. QUALIFICATIONS**

Degree level qualification in any of the following professions:

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, HCPC registered)
- Probation
- Leadership/Management Qualification (e.g., ILM Level 4 or 5)
- Other relevant qualifications alongside significant demonstrable experience within the Youth Justice Sector.

### **2. KNOWLEDGE**

- Considerable and in-depth knowledge and understanding of legislative framework and policies relating to young people's services, including safe guarding and child protection, and criminal justice.
- Considerable understanding of the concepts of trauma informed practice, the Good Lives Model and Theories of Desistance
- Good understanding of the needs of young people, families and victims within the criminal justice system and the ability to develop and implement provision to meet these needs including whole family and multi systemic approaches.
- A very good understanding of child and adolescence development and approaches to improving engagement and outcome for young people
- A detailed understanding of management theory and practices including performance management system and processes, inspections and quality assurance framework and principles underpinning management of an effective team
- A detailed knowledge of emerging and innovative outcome frameworks and evidence based practices including restorative approaches to working with young people.

### **3. SKILLS**

- Ability to take lead responsibility for specific service developments
- Ability to manage change and develop new services, where necessary, with partner agencies
- Ability to develop and maintain effective partnership arrangements both internal and external to the service
- Strong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerability

- Confident in willing to challenge traditional assumptions and provide evidence to support change and drive forward improved ways of working
- Effective written/verbal communication/presentational skills
- IT literate
- Ability to analyse written and statistical data, prepare and present reports
- Able to work flexibly and creatively
- Personal drive and tenacity to motivate, empower and support individuals and teams to achieve

#### **4. EXPERIENCE**

- Extensive post-qualification management experience of working in a Youth Offending Service
- Extensive case management experience of complex cases
- A track record of innovative and different delivery mechanisms
- Experience in working with vulnerable children, young people and their families in the field of youth justice or social care
- Sound financial management experience with the ability to analyse services in terms of unit costs, value for money and market context
- Experience of working positively with staff from other agencies and an understanding of and an ability work with different cultures, expectations and priorities.
- Experience of managing teams in the delivery of a range of intervention and support services to vulnerable children and young people.
- Experience of the selection, recruitment, training and supervision of staff
- Experience of strategic and operational planning and leading implementation of programmes of change

## 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

## Chart Structure

