

## **Job Profile Information: Youth Early Help Case Manager**

**This supplementary information for Youth Early Help Case Manager is for Job Zone 3 Level 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:**

- Youth Early Help is part of the Integrated Youth Support Service which responds to emerging needs of young people at earliest opportunity. You will work within a 'whole family approach' model, offering tailor made support to stay safe; be healthy; succeed in education, employment and training; and to play a positive role in the community.
- As Youth Early Help Case manager, you will be responsible for all aspects of case management, including carrying out family and triage assessment, as well as the planning and delivery of interventions.
- Acting as a lead professional for these cases, you will work with a wide range of professional such as Police, Social Workers, YOT, School, GP, CAMHS etc. to deliver high quality evidence based service provision for young people and their families.

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:**

- 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:**

N/A

**Relationships;**

You will be based in the Central Locality Hub team which consists of Case Managers, Connexions Personal Advisor, Substance Misuse worker, Senior Youth Workers and Part Time Youth Workers. You will be part of the wider integrated youth support service.

**Work Environment:**

- Your base will be in the North Locality Hub, with a commitment to the locality based model of work.
- There is an expectation to be creative and flexible in all contacts with families within the locality.
- You may be required to support work in other localities subject to service need.
- The role may also involve working unsociable hours including evenings and weekends.
- The role requires flexibility in order to meet fixed deadlines and competing priorities.
- Home visits are 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:**

- 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

**Chart Structure**

