

## Job Profile Information: Service Manager - Youth Violence and Exploitation

This supplementary information for *Service Manager - Youth Violence and Exploitation* 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:**

To provide strategic and operational leadership for the delivery of high quality services across partners, specialist and or geographical areas with the primary objective to deliver high quality outcomes focused provision to young people in Camden. To take overall responsibility for ensuring services are delivered in line with local and national standards, ensuring safe, effective and consistent delivery across each service area.

Service managers would be expected to take full responsibility for leading a strand of the Integrated Youth Support Service within one of the following areas:

- **Youth Offending:** Focus on reducing first time entrants into youth justice system, reducing reoffending and reducing young people entering custody.
- **Progression and Participation:** Focus on supporting young people to remain in education, employment and training and support progression and attainment by offering high quality Careers Education Information advice and guidance also accredited out of school learning opportunities. It will also explore and maximise opportunities for maximising income generation through development of traded services and by sub contracted and direct bidding opportunities.
- **Prevention/Early Help:** Offer targeted interventions/programme of positive activities for young people considered to be at risk, through group work and on a one to one basis offering case management support to directly address their needs.
- **Youth Violence and Exploitation** – Offers targeted support and help to young people/adults who are at risk of exploitation or youth violence on a one to one basis by offering case management support to directly address their needs

All staff across the Early Intervention & Prevention division will be expected to adopt the Early Help Offer (EHO) and resilience family's framework and where appropriate, hold family cases and adopt a team around the family (TAF) approach.

This will include supporting the development of the lead professional, the use of common assessment framework (CAF) family assessment; development of a single family plan; and reviewing the plan with multi agency partners and measuring impact using a set of tools.

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

- To take strategic and operational responsibility for delivery of high quality services across partners, specialist and or geographical areas in line with relevant national and local drivers
- To develop within each strand of the service, high performing and empowered teams that can adapt to national and local drivers and are able to respond to changes triggered by both users and Service needs
- Lead the operational planning, delivery and management of programmes to meet service objectives across the Integrated Youth Support Service
- Develop services that effectively build relationships with young people and their families ensuring their involvement in participation and service development
- Ensure that staff and team managers within the service have a good understanding of their roles and responsibilities.
- Support the commissioning, coordination and assessment of service delivery ensuring compliance with external requirements, national standards, inspection frameworks, cost effectiveness and achievement of planned objectives
- Work to performance frameworks and reporting of the integrated services to provide accurate management information, data protection and ensure performance standards are achieved
- Manage assigned budgets ensuring adherence to targets, effective use of funds and compliance with financial regulations
- Oversee recruitment, management and motivation of employees within identified service areas, ensuring coaching, appraisal and management systems are embedded and relevant HR procedures are adhered to
- Provide high quality advice, information and reports to key stakeholders and strategic partnerships to inform decisions, initiate actions and provide regulatory functions
- Collaborate with key partners to contribute and influence the development of wider Council strategic policies and programmes ensuring the success of the organisation as a whole
- Ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care
- 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 develop high performing, resilient and empowered teams that can adapt to national and local drivers and are able to respond to changes triggered by the needs of partners agencies and young people and parents

- To provide effective operational leadership and management to staff 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, and relevant research findings
- Number of direct reports is 1 Team Manager, 1 Youth Violence Analyst, 1 advanced Practitioner, 3 senior Youth Workers

### **Relationships;**

- This role carries strategic and operational responsibilities for service development and delivery and the post holder will need to work with a range of stakeholders to develop and deliver a holistic and integrated youth offending service and integrated youth support service. The post holder will be working in a multi-agency context receiving and sharing information to safeguard young people.
- The post holder will be expected to establish and maintain strong partnerships with a wide range of agencies and professionals including schools, police, court, social services and the voluntary and community sector agencies by engaging, negotiating and influencing them to improve outcomes for young people. The post holder will be expected to communicate at all levels, from front line staff to senior managers and with elected members as and when required.
- To contribute on behalf of the directorate to partnerships relevant to improving outcomes for young people i.e. Camden's Children Safeguarding Board , Youth Safety Taskforce and to work with partner services and agencies to deliver shared agendas and outcomes for young people involved or impacted by youth violence and exploitation.
- To ensure that services are provided within the context of multi-agency planning, integrated working and joint commissioning and contribute to these processes.
- To work effectively with key partners including schools, colleges and other learning providers, the Police, London Probation, Health Services, the Voluntary, Community and Faith sector.

### **Work Environment:**

- The post holder would be based primarily in Camden offices however due to the nature of the work would be expected to be based in a number of locations to best serve the needs of young people including in the community.
- The role may involve working unsocial hours, including evenings. The role will require being part of an on-call duty arrangement on weekends and bank holidays. There is a requirement to be able to work flexibly and outside normal office hours when required and be flexible and adaptable to ensure consistent provision of service.
- The public engagement element this role involves regularly coming into contact with elected members, senior representatives of partner's organisation and members of the public, some of whom may be challenging at times and as the manager the post holder would be expected to address any concerns raised in the context of the work.

## **Technical Knowledge and Experience:**

### **Essential Qualification:**

- Degree level qualification in any of the following professions:
- Social Work (HCPC registered)
- Probation
- Youth and Community work
- Career information, advice and guidance
- A relevant qualification such as Youth Justice, Psychology, Counselling, or Substance misuse
- Management qualification or have undertaken management training

### **Essential Knowledge:**

- An in-depth knowledge and understanding of legislative framework and policies relating to young people's services, including safe guarding and child protection, criminal justice, health and safety at work etc.
- A detailed knowledge and understanding of any the following:
- Youth Offending and the Youth Justice System
- Career Education Information and Guidance
- Youth and Community work and Informal education
- Substance misuse
- Contextual Safeguarding and Exploitation
- 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.
- Knowledge and understanding of data security, including data protection, information sharing and confidentiality
- A detailed understanding of multi-agency and partnership working

### **Essential Skills**

- The ability to lead, motivate and manage multi-disciplinary staff teams in a range of work environments and contexts.

- The ability to develop strategies to respond to changing local and national drivers including the ability to develop strategic and operational responses to emerging performance trends within each service area.
- The ability to translate changes in legislation and strategies into operational use, offering advice and guidance across the service, to partners, teams and individual as and when required
- Ability to analyse and present information and data from a range of sources to identify and respond to service and users' needs
- The ability to provide oversight on all aspects of service development including implementing case management frameworks on quality
- The ability to establish and maintain successful partnerships with a range of stakeholders, developing and delivering joint work to a high quality standard
- Ability to plan, monitor and evaluate the service's and teams work against relevant inspection frameworks and in line with national / local performance indicators, and take direct action to address and improve work area's that does not meet quality standards
- Ability to take responsibility for planning own work, consistently achieving and delivering to time, and quality despite tight timescales and conflicting priorities.
- Ability reflect on own practice and to take responsibilities for developing self and others.
- The ability to create empowered teams through reflection, training and development
- Strong administration, budget and resources management and the ability to produce regular plans, statistical information, reports, and management information
- The ability to adapt to change and support and motivate staff through a change management process such as reorganisation
- Excellent communication, negotiation and influencing skills, with the ability to effectively engage with a range of audiences
- Commitment to ensuring that council procedures and policies, including legal and good practice duties, valuing diversity etc. are followed and implemented at all times.

**Essential Experience:**

- Significant post-qualification management experience of working in children and young people's services such as Youth Offending Service, Connexions, Youth work, Substance misuse and Social work
- Proven experience of leading and managing substantial service area's and multi-disciplinary teams
- Proven experience of working successfully in a multi-agency and partnership context, sharing information appropriately and sensitively both within and outside the organisation
- Proven experience of successfully managing and deploying resources according to service need
- Proven experience of supporting staff and partners to develop and deliver outcome focused service provision
- Proven experience of planning, monitoring and evaluating work against national inspection frameworks and national / local performance indicators

- Proven experience of working with a substantial degree of autonomy and personal responsibility

## **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 select the attached [HERE](#)

**Chart Structure**

