

Job Capsule Supplementary Information: Evolve Case Manager

This supplementary information for Evolve Case Manager is for guidance 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 work within the Reducing Violence and Exploitation Team to engage and provide targeted interventions to young people aged 16-24 who are entrenched in, or are at risk of becoming involved in gangs and youth violence.

To undertake, or contribute to, accurate assessments using a range of assessment tools with regards to ensuring that appropriate planning and adequate support, assistance and provisions are put in place for each young person/adult.

To work in a range of settings and maintain a clear focus on the prevention of young people/adults' participation in gang activity, violence and other group offending.

Provide information and advice to professionals and key stakeholders about the resources and services available to young people and young adults in Camden in relation to youth violence, gang disruption and prevention and associated issues such as substance misuse, mental health and contextual safeguarding risks.

Example outcomes or objectives that this role will deliver:

1. Working within a multi-disciplinary team, holding a caseload of young people/adults and be responsible for providing each young person/adult with support and assistance in engaging with support services, positive activities and education, employment and training.
2. The post holder will ensure that their work gives due regard and commitment to safeguarding and promoting the welfare of young people engaged with the service. The Post holder will undertake regular safeguarding training at a level commensurate with the role.
3. Establish key contacts and deliver services with all relevant stakeholders (Police, Children's Services, Youth Offending Service, Youth Support Service, National Probation Service and Community Rehabilitation Company, Voluntary Community Sector (VCS) etc.

4. To use these Management Information Systems to deliver effective outcomes by clear, accurate, timely and consistent inputting of data and compliance with information sharing protocols and principles and to capture young people's progression, achievements, needs and the effectiveness of interventions
5. To plan and deliver pro-active and targeted interventions and group work to address risk factors that relate to young people's (aged 16 – 24) participation in gangs and violent and group offending in line with local and national strategies.
6. To engage with identified young people in YOI's and prisons who are coming to the end of their sentences, to plan and offer support prior to return to the community in liaison with other colleagues and services..
7. To support partners in the early identification of young people and other family members at risk, and in making appropriate referrals to targeted /specialist services.
8. To attend and contribute to multi-agency gang related, Bronze, Daily Risk Briefing (DRB) and other related meetings and ensure actions agreed are acted upon and reviewed for effectiveness.
9. To produce monitoring reports and progress updates on individuals for the Bronze Multi Agency Gang Prevention Group and other meetings as relevant, and support intelligence gathering on individuals and groups of young people and young adults at risk of / or on the periphery of gang involvement.
10. To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.

People Management Responsibilities:

None

Relationships;

This role sits within Reducing Violence and Exploitation Team and requires the post holder to work closely with a number of key partnership agencies both internal and externally. These include but are not limited to; Youth Offending Services, Police, Social Services, Education Providers, Pathways Accommodation, CAMHS, DWP, CRC, NPS, Voluntary Sector Organisations.

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 post holder will manage a case load of young people and young adults who may have concurrent mental health, social and criminal justice concerns.
- Home visiting is a requirement of working with young people/ adults and their families. The public contact 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 when required and be flexible and adaptable to ensure consistent provision of service.

Technical Knowledge and Experience:**QUALIFICATIONS****Essential:**

- A relevant professional qualification (or at least to NVQ level 3 and experience in a fieldwork setting) or substantial experience working with vulnerable young people and young adults in this or a related field
- A wide range of experience of working with challenging young people and adults involved in the criminal justice system and their families with the ability to evidence a 'what works' practice base.
- Demonstrable experience of managing risk and vulnerability in youth and adult justice settings and of working with young people involved in gangs and group offending.
- Experience of undertaking needs assessments and developing a holistic package of support based on identified needs and using the Lead Professional and Camden's Resilient Families Framework approach.

Desirable:

A professional qualification in Youth & Community Work/Social Care or equivalent experience gained in working directly with complex young people involved in the youth justice system

KNOWLEDGE

- Knowledge and understanding of criminal justice legislation and guidance with a specific reference to young people and young adults
- Knowledge of current policy and practice relating to vulnerable young people and young adults with specific reference to youth offending, gangs, Priority and Prolific Offenders, Contextual Safeguarding Issues and substance misuse.
- Knowledge of the risk factors for young people / young adults associated to negative outcomes together with an awareness of the challenges linked to transition arrangements in relation to youth violence and offending.
- Understands how abuse and neglect, including experiencing parental domestic abuse affects young people's ability to learn and develop positive personal relationships and their sense of belonging and how trauma based practice can help.
- Has a good knowledge and understanding of how vulnerability, grooming and exploitation starts and escalates
- Understanding of the issues that impact on the lives of young people, particularly vulnerable and disadvantaged groups, and have a good knowledge of the risk and protective factors that impact on crime, anti-social behaviour and drug misuse
- Comprehensive knowledge and understanding of youth justice principle and practice, along with safeguarding and child protection and data protection regulations
- Understanding of the Council's Equal Opportunities Policy and legal requirements for anti-discriminatory practice within all practice

SKILLS

Essential:

- An ability to plan, review and evaluate interventions that respond to risk factors to prevent further offending within a framework of effective practice.
- Ability to form positive relationships with challenging young people and their families involved in Anti Social/Offending behaviour and develop plans of intervention that prevent offending.
- To work with individuals and groups and families to deliver targeted interventions that foster effective working relationships with education providers and employers in order to promote young people's/adults successful engagement in education, training or employment.
- Highly developed oral, written and numeracy skills. Ability to communicate in a way which meets the needs of diverse audiences and advocates for service users when appropriate
- Proven ability in establishing effective working relationships and partnerships within a multi-agency environment.
- Ability to plan, monitor and evaluate work against national inspection frameworks and national / local performance indicators, and take direct action to address and improve work that does not meet quality standards.

- Proven ability to communicate effectively with difference audiences, verbally and in writing and an ability to write clear and concise reports to fixed timescales.
- Excellent negotiation and influencing skills with an 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.
- Ability to contribute to an integrated team approach and demonstrating strong personal initiative
- To respect and value diversity with due regards to Camden's equal opportunities and valuing diversity policy.
- Proficiency in IT skills including MS Office.

EXPERIENCE

Essential:

- Experience of direct work with young people/ adults, their families in a formal and informal networks i.e. one to one, group work and outreach
- Proven ability to form and maintain appropriate positive relationships and of maintaining professional boundaries with young people, parents, staff and volunteers.
- Experience of undertaking needs assessment and developing holistic packages of support based on identified needs.
- Experience of delivering gang and offender management interventions from a range of statutory and community settings that reduce risk and offending
- Substantial experience of working with high risk young people /adults
- Experience of assessment, planning and delivering intervention/programmes for young people effectively/successfully
- Experience of case recording using a formal IT system.
- Experience of working closely with a wide range of network including Health, Police, Education, Crime Reduction, Youth Justice and children's safeguarding colleagues.
- Experience of working with children, adolescents and their families within a diverse community.
- Experience of delivering group interventions with young people/adults
- Experience of both preventative and specialised interventions
- Proven experience of case management and working with offenders and their families.

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](#)

Structure Chart

