

## **Job Profile**

**Job Title: Youth Early Help Team Manager**

**Job Grade: Level 4, Zoe 2**

**Salary Range: £42,687 - £49,515**

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **About the role**

The Youth Early Help Service (YEH) is part of the Camden Integrated Youth Support Service within the Early Intervention and Prevention Directorate. Youth Early Help is an adolescent focused service committed to supporting young people's successful transition into adulthood. Through the multi-disciplinary practitioners, made up of Youth workers, Connexions and Career Advisers, Substance Misuse workers and the YEH family case managers, the service offers universal, targeted and specialist services to young people and their families. The aim of the service is to identify and respond to emerging problems for young people and by working with them, their family and their support network, offer tailor made support to improve outcome and build resilience, so that young people stay safe, be healthy, remain in education, training or employment and be able to play a positive role in their communities.

The purpose of the Youth Early Help Team manager role is to take responsibility for a team of Youth Early Help family case managers, ensuring the team is assessing needs, risks and vulnerability appropriately and offering an effective, high quality outcome focused support to children, young people, and their families in line with local, and national standards and Camden Early Help and Resilience Family's strategies.

The Team manager will be responsible for:

- Leading and managing a team of youth early help family case managers, ensuring they are supported, motivated and empowered to deliver high quality support to young people and their families.
- Providing management oversight of cases held by the team, ensuring risk and vulnerability are addressed appropriately and in timely manner and appropriate support provided to young people and families in order to achieve desired outcomes.

- Utilising effective planning, monitoring and evaluation techniques, analyse and assess the quality of case work being delivered through regular case audits and review case work practice against quality assurance and local and national inspection frameworks, taking action when required to address work that falls below a satisfactory standard
- Ensuring service users are involved in all aspect of the work including in the assessment, planning and delivery of interventions and programmes, ensuring that the service users feedback inform service development and delivery.
- Establishing and maintaining strong partnerships with relevant professionals and agencies in order to offer a coordinated support service to young people and their families.
- Undertaking all relevant managerial and administrative duties, including budget and asset management, completion of reports, supply of statistical/management information.

## **About you**

### **Essential:**

Professional qualification in any of the following professions:

- Youth and Community work
  - Youth Justice/ Probation
  - Connexions and Career
  - A relevant qualification such as Psychology, Counselling, or Substance misuse
  - Social Work - SWE Registered
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- Experience of leading and managing a multi-disciplinary and diverse team within children services
  - Experience of overseeing effective delivery of case work, including, assessment, planning, delivery, and evaluation of case work practice.
  - An in-depth knowledge and understanding of legislative framework and policies relating to young people' services, including safeguarding and child protection, GDPR, health and safety at work etc.
  - Proven experience of working successfully in a multi-agency and in partnership context sharing information appropriately and sensitively both within and outside the organisation.
  - Direct experience of working with young people and their families, undertaking assessment, developing and delivering intervention/support.
  - A good understanding of management theory and practices including performance management system and processes, inspections and quality assurance framework and principle underpinning management of an effective team
  - Experience of carrying out quality assurance audit of cases, providing constructive feedback and support to improve practice
  - Ability to take responsibility for planning own work, consistently achieving and delivering to time, and quality despite tight timescales and conflicting priorities.

- 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
- Negotiation and influencing skills to effectively engage with a range of audiences

### **Work Environment:**

The role will require to be office based at 5PS on a day-to-day basis. However, as the post holder will be managing a community based agile team, you may be required from time to time to work from other Camden offices.

This role also involves regular contact with people, some of whom may at times be challenging and as the manager, the post holder would be expected to address any concerns raised by public and front-line staff in the context of their work.

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 delivery of services provision.

### **People Management Responsibilities:**

The post holder will be responsible for managing a team of early help practitioners and would have direct management responsibility for up to 7 staff, taking overall responsibilities for managing performance of the team and service area. In addition, be responsible for managing resources aligned with the team.

### **Relationships:**

The post holder will be expected to communicate at all levels, from front line staff to senior managers, members and parent, carer as and when required.

The post holder will be working in a multi-agency context receiving and sharing information to safeguard children and young people, therefore will be working very closely with social services, police, CAMHS, housing and other Camden and community services

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG