

Job Profile

Job Title: Youth Early Help Case Manager
Job Grade: Level 3 Zone 2
Salary Range: £36,984 - £42,526 per annum

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 workers, 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 Case manager role is to carry out direct work with young people and their families and their support network to assess and address needs and improve sustainable outcomes.

As a Youth Early Help case manager, you will act as lead professional for allocated cases and be responsible for:

- Using relational approaches to creatively engage with young people, their parent/carer from diverse background and with differing needs, abilities, and motivation.
- Carry out family assessment by gathering and analysing information from wide range of sources to identify needs/risk/vulnerability.

- Working collaboratively with young people's their parent/carer and support network, adopt creative and innovative approaches to deliver effective evidence bases individual interventions to address identified needs/risk/vulnerability and improve sustainable outcomes.
- All aspect of case management from referral to case closure, ensuring assessment, TAF, case recording etc are completed within the required timeframe and is compliant with local and national policies and inspection framework.
- Maintaining clear, precise and appropriate records on client information systems in time manner, in accordance with local standards, maintaining confidentiality and working within the data protection legislation/guidelines.

About You

Essential

Professional Qualification in any of the following or significant relevant experience in any of the following:

- Social Work (SWE 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
- Psychology/Counselling
- Substance Misuse

You will have:

- Substantial experience of direct work with young people who are considered to be at risk of engaging in offending behaviour, being NEET, have SEND, being exploited etc.
- Proven ability in assessment and identification of need, risk and vulnerability; planning and delivering structured intervention for young people and parents to address identified these.
- Experience of working closely with a wide range of network including Health, Police, Education, Crime Reduction, Youth Justice and children's safeguarding colleagues.
- Proven ability to manage complex Family cases from referral to family plan, including experience of utilising restorative approaches to addressing needs.
- Proven ability to engage with young people and families, setting and maintaining clear boundaries, building relationships, and positively influencing change.

- Proven ability to communicate effectively, verbally, in person and in writing and an ability to write clear and concise reports within required timescales.
- Ability to take responsibility for planning own work, consistently achieving and delivering to time and quality, despite tight timescales and conflicting priorities.
- An in-depth knowledge and understanding of legislative framework and policies relating to young people's services, including safeguarding and child protection, GDPR, health and safety at work etc.
- Good understanding of approaches to young people's development; the purpose and methods of social and informal education within the context of youth justice system including policies and strategies relating to at risk of offending and vulnerable young people.

Work Environment:

This role requires flexibility in order to meet fixed deadlines and competing priorities

The role will involve working unsocial hours, including evenings, weekends and on-call arrangements. There is an expectation to be creative and flexible in all contacts with families within the locality. The role would also involve working unsociable hours including evenings and weekend. Home visits are a regular requirement of the work.

The public engagement element this role involves regularly coming into contact with people, some of whom may at times be challenging from time to time

The post holder will be required to take responsibility for the compliance with Health and Safety, Data Protection legislation in accordance with the Council and departmental safety arrangements, policies and codes.

People Management Responsibilities:

None

Relationships:

The post holder will be required to establish and maintain partnerships with, a range of services including, Community Safety, Housing, Police, Social services, schools and community and third sector providers. In addition, they will be required to effectively communicate with parents/carer and their children in order to discuss concerns and further referrals

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). 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 or post to 5 Pancras Square, London, N1C 4AG