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| **Job Description** | |
| **Post title** | Case Manager |
| **JE Reference No** | A4633 |
| **Grade** | 11 |
| **Service** | Children and Young People’s Service |
| **Service Area** | Early Help Inc & Vnble Children, Secure Services |
| **Reporting to** | Homes Manager |
| **Location** | Your normal place of work will be Aycliffe Secure Services, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** | |
| To be part of a Resettlement Service, with specific responsibility for case co-ordination of individual young people, carrying full case load responsibility for young people placed in Secure Services. The remit for the post includes Care Planning, Case Co-ordination, representation of the young person’s best interests, escalation of complaints and case management to external agencies, ensuring that young people are supported, and individual plans are representative of their needs, ensuring that resettlement planning is key from the moment a young person arrives to the point they leave.  The post will be managed by the House Manager and will work as part of a resettlement team to ensure that placement and resettlement plans are of the highest quality, are outcome focussed and take a mutli-disciplinary, holistic approach to care planning. | |
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| **Duties and responsibilities** | |
| * To take management responsibility for timely changes/updating of case management systems in line with agreed reporting and management information systems including all related ‘child file’ documentation. * Sentence planning, ensuring that the setting of meaningful individual objectives and targets for young people are agreed are agreed with the young person, key workers and external agencies. * To take management responsibility for ensuring resettlement plans are developed and actively progressed in accordance with the national resettlement strategy. * To chair or attend all reviews and planning meetings for young people on their case load. * To be accountable for ensuring that all relevant and pertinent information/reports are available for review meetings. * To be accountable for ensuring that parents and families are actively involved in the planning process. * To liaise with the education management team to ensure education planning is an integral part of the overall planning process. * To manage liaison with all staff contributing to the progress of young people’s care plans. * To manage a consistent, high quality of case management for all young people resident in Secure Services and to act as case management Lead for Risk Led Sentence Management. * To coordinate and manage all departmental responses to achieving the objectives and targets for individual young people and to be accountable for ensuring that records for young people are maintained and updated. * To take management responsibility for ensuring that all additional relevant information about young people is made available from internal and external sources whilst young people are resident in Aycliffe Secure Services and forwarded to future placements. * To attend and contribute to multidisciplinary internal meetings e.g. Team Around the Child, Multi-Disciplinary Team (MDT) and MAPPA and Community Reviews. * To actively liaise with all external agencies involved with young people on their case load including YOT’s, LASW’s, XS, Connexions, Health etc and where appropriate parents/carers. * To work closely with Head of Education/other relevant personnel with case management responsibility for young people with special needs. * To be accountable for ensuring family group conferencing is available and effective Restorative justice approach is used when necessary in the planning process. * To assist in the development of case management procedures and processes and to develop effective feedback systems for case management. * To monitor and manage the Incentive Scheme (BRILLS) ensuring that targets pertinent to the individual young person overall objectives and targets. * To oversee and ensure effective interventions programmes are in place, including offence reduction and CCF programmes, lifeskills, enrichment in line with the agreed objectives and targets for all young people. * To meet regularly with relevant personnel to oversee progress and difficulties in ensuring all targets with regards to education, health, mental health and substance misuse are met. * To work closely with the Resettlement Manager in ensuring that all YJB monitoring requirements are met. To set and monitor performance management targets, KPI’s and other control processes for the service. * To work with the service and operational management teams in contributing to the development of services that better meet the needs of young people. * Provide QA to the child file systems within your department * Provide supervision to key staff within the team | |

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| Organisational responsibilities |
| * **Values and behaviours**   To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.   * **Smarter working, transformation and design principles**   To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.   * **Communication**   To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.   * **Health, Safety and Wellbeing**   To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.   * **Equality and diversity**   To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.     * **Confidentiality**   To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.   * **Performance management**   To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.   * **Quality assurance (for applicable posts)**   To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.   * **Management and leadership (for applicable posts)**   To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.   * **Financial management (for applicable posts)**   To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.  *The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.* |

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Recognised qualification in childcare, social care or qualification relevant to childcare equivalent to NVQ 4 (CQSW, CSS, DipSW, Degree in Social Work) * Evidence of continuing professional development | * Post graduate qualification or higher professional award * Management qualification equivalent to NVQ 4 |
| Experience | * Recent experience of working with children * Interagency work * Multi-agency working * Significant experience of care planning * Working in a team * Working across departmental boundaries | * Working in social care/child care environment * Performance management * Managing multi-agency teams or services * Experience of working at management level * Working in a Youth Justice setting |
| Skills & Knowledge | * Case Management (YJB tool) * Asset – Services for children with complex needs * Every Child Matters * Youth Justice Service * Children’s Homes regulation and standards and the National Standards for the YJB * Children Act * Youth Justice Board policies and procedures * Safeguarding procedures * Therapeutic interventions * Mental health and child development * Equality and Diversity | * Secure accommodation legislation * Restorative Justice approaches * Youth Justice Board Resettlement Strategy * Education Act * Resettlement Strategise * Recidivism |
| Personal Qualities | * Young people centred and focused * Committed to best outcomes for young people * Engenders trust and openness * Committed to the engagement of young people and their families * Committed to excellence and learning * To be able to manage physically challenging behaviour and complete relevant positive behaviour support and physical intervention training. |  |