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| **Job Description** |
| **Post title** | Case Manager |
| **JE Reference No** | NA3711 |
| **Grade** | Grade 9 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Early Help Inc & Vnble Children, County Durham Youth Offending Service |
| **Reporting to** | Team Manager |
| **Location** | Your normal place of work will be CDYOS office in County Durham , 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 work towards a reduction in the level of youth crime through prevention of reoffending activity and direct working with young people who have offended
* To integrate work relating to young people who offend within the border community safety and social inclusion

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| **Duties and responsibilities** |

* To attend the Team Meeting
* To complete assessments as appropriate and to produce effective intervention plans
* To communicate regularly with parents/carers and victims to offer support and to monitor young person's progress
* To supervise young people engaged in out of court and post court
* To ensure that their work with young people conforms to National Standards for Youth
* Justice and relevant good practice guidelines
* To maintain up to date knowledge base and legislation changes, Youth Justice Board procedures and local protocols and to put these into practice as required
* Work aimed at preventing offending and re-offending in both Out of Court and Post Court by young people
* To complete assessments and contribute to planning and review of cases as part of a multi-agency team
* Responsible for a caseload of young people within the local community and after care aimed at integrating young people back into their community to prevent reoffending
* Accessing services and support and liaising with Parent organisations to help prevent reoffending by young people
* Evaluating the success of work within the Service
* To work with young people and help them face up to the consequences of their offending

KeyTasks:

* Implement the policies of CDYOS & GYPS as they bear on the individual post and responsibilities
* Undertake court duty as required including special court, weekend and bank holiday duties
* Provide direct advice and support to young people in 'risk factor areas' such as accommodation, medical support and education provision
* Support colleagues, to work with children and their families in tackling offending behaviour and factors which contribute to this
* Promoting multi-agency working
* Act as link point between young person who has offended and victim to enable the young person to make reparation for offences
* Supervise young people subject to Out of Court Disposal orders by the Courts and following release from custody
* Prepare reports as required
* Prepare court reports in accordance with responsibilities under the Criminal Justice Act 1991 and National Standards for Youth Justice
* Maintain appropriate records of all work undertaken in line with Youth Offending Service requirements
* Be instrumental in the development of plans to reduce or prevent the. occurrence of youth crime
* Advise other colleagues in the area of Youth Offending
* Assist in the monitoring of team performance and Service quality standards.
* Practise to the highest standards constantly striving to contribute towards the development and continual improvement in the quality of Service provision.
* Contribute to effective communications across the Youth Offending Service and partner agencies
* Make full use of the Case Management systems available to fulfil the duties of the post.
* To work in accordance with the Restorative Justice Council Handbook Standards and the
* Victims Code when working with young people, parents/carers and victims
* Work flexible hours including evening, late evening and weekend working

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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 chance 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 and follow the council’s policies and procedures in relation to data protection and security of information.

**Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

**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 | * Professional qualification (as determined by the appropriate agency), in the areas of Social Care, Police, Health or Education, Community Safety, Community Development, Community and Youth work, or a relevant discipline
 | * A relevant degree
* Recent relevant professional development
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| Experience | * Experience of working with young people who have committed crime
* Experience of dealing effectively with young people with challenging behaviour
* Experience of working with young people who demonstrate factors which expose them to be at risk of offending
 | * Previous experience as a practitioner within a youth offending service
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| Skills & Knowledge | * Knowledge of the risk factors associated with offending
* Knowledge of the Crime and Disorder Act (1998)
* Effective written and verbal communication skills
* Good listening skills
* Counselling skills
* Negotiation skills
 | * Group work skills
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| Personal Qualities | * Ability to develop effective working relationships with families and children
* Ability to assimilate and analyse information
* Ability to undertake comprehensive assessments
* Able to plan
* Ability to work in co-operation and partnership with parents, children and other agencies
* Able to manage negative attitudes and verbal abuse
* Able to work flexible hours including evening, late evening and weekend working
* Driving license car owner or access to a means of mobility support
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