

Title Youth Justice Service Case Manager (Band A)	Department Children, Families Cultural Services	Post Ref.
Job Purpose <i>To manage individual cases of service users within the criminal justice system in accordance with National Standards and local policies and procedures</i>		
Key Responsibilities <ol style="list-style-type: none"> 1. To work to achieve the specific aims and objectives of the Youth Justice Service's (YJS) Business Plan. 2. To be fully aware of the principles of safeguarding as they apply to vulnerable young people in relation to your work role and ensure that your line manager is made aware of and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection. 3. To work in effective liaison and partnership with managers, staff and other agencies, organisations and individuals as required and appropriate. 4. To manage a caseload of individual service users in accordance with assessed risk and policies, procedures, practice guidelines and National Standards. 5. To identify changes, effective levels of risk or need and keep the Team Manager and others informed of significant issues/events at all times. 6. To contribute to inter-agency strategies to reduce crime and the wider development of services for children and young people at risk of offending 7. To participate in the implementation of plans and actions in accordance with the requirements and expectations of the YJS. 8. To contribute to the duty arrangements of the YJS. 9. To attend team meetings and whole Service events. 10. To work flexibly to meet service user need including unsocial hours as required. 	Key Accountabilities <ol style="list-style-type: none"> 1. To deliver services within the Service's scheme of delegation for safeguarding children and local safeguarding children board policies. 2. To deliver support, intervention, risk management and public protection in line with legislation and local policy. 3. To undertake visits, assessments and reviews using Asset, prepare reports, maintain records and deal with other documentary requirements in accordance with local procedures and National Standards. 4. To be aware of case circumstances, court expectations and other requirements necessary to ensure the proper and efficient management of relevant legal processes. 5. To attend court hearings and participate in meetings, case conferences, reviews, planning meetings and other forum as required and appropriate. 6. To operate within the framework of any professional registration. 7. To actively contribute to the professional development of yourself and others. 8. To participate fully in supervision, annual appraisals (EPDR), and practice observations, as part of personal development and support. 9. To seek and undertake relevant training. 10. To maintain a current knowledge and awareness of legislation, policy, procedure and practice in the post holder's field of work. 11. To ensure all services delivered take into account diversity and social justice. 	

11. To keep up to date case notes on the Service's database ensuring that all relevant records and documents are managed in accordance with policy and guidance. 12. To ensure that the views and experiences of service users and their families inform and influence the design and delivery of services.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

<i>Education and Knowledge</i> 1. Formal relevant professional qualification e.g. Social work, Probation, NVQ4 in Youth Justice Studies. 2. Full driving licence (unless registered disabled)	<i>Personal skills and general competencies</i> 3. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff. 4. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers. 5. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available. 6. Ability to meet agreed objectives and delivery targets by the effective use of resources. 7. Basic information technology skills including use of databases and word processing. 8. Undertake necessary any necessary administrative/ICT duties in line with case load management. 9. Undertake reasonable care for the health and safety of themselves and/ or other persons affected by their activities in accordance with Health and safety Legislation.
<i>Experience</i> 10. Minimum of 2 years' experience of working with vulnerable young people 11. Experience of managing a case load. 12. Experience in a children's or young people's service area	
<i>Role Dimensions</i> 13. Managing a caseload of children / young people, parents and carers allocated within the Youth Justice Service. 14. Handling of petty cash to the value of £30.	

Please attach a structure chart

Date 25/07/2017

Tier 7 – Experienced / Professional Staff

Title Youth Justice Service Senior Case Manager (Band B)	Department Children, Families Cultural Services	Post Ref.
Job Purpose <i>To manage individual cases of service users within the criminal justice system in accordance with National Standards and local policies and procedures</i>		
Key Responsibilities <ol style="list-style-type: none"> 13. To work to achieve the specific aims and objectives of the Youth Justice Service's (YJS) Business Plan. 14. To be fully aware of the principles of safeguarding as they apply to vulnerable young people in relation to your work role and ensure that your line manager is made aware of and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection. 15. To work in effective liaison and partnership with managers, staff and other agencies, organisations and individuals as required and appropriate. 16. To manage a caseload of individual service users in accordance with policies, procedures, practice guidelines and National Standards. 17. To identify changes, effective levels of risk or need and keep the Team Manager and others well informed of significant issues/events at all times. 18. To contribute to inter-agency strategies to reduce crime and the wider development of services for children and young people at risk of offending. 19. To participate in the implementation of plans and actions in accordance with the requirements and expectations of the YJS. 20. To seek and undertake training pertinent to YJS, Social Care, corporate and inter-agency requirements. 	Key Accountabilities <ol style="list-style-type: none"> 12. To deliver services within the Service's scheme of delegation for safeguarding children and local safeguarding children board policies. 13. To deliver support, intervention, risk management and public protection in line with legislation and local policy. 14. To undertake visits, assessments and reviews using Asset, prepare reports, maintain records and deal with other documentary requirements in accordance with local procedures and National Standards. 15. To be aware of case circumstances, court expectations and other requirements necessary to ensure the proper and efficient management of relevant legal processes. 16. To operate within the framework of any professional registration. 17. To actively contribute to the professional development of yourself and others. 18. To participate fully in supervision, annual appraisals (EPDR), and practice observations, as part of personal development and support. 19. To maintain a current knowledge and awareness of legislation, policy, procedure and practice in the post holder's field of work. 20. To ensure all services delivered take into account diversity and social justice. 	

<p>21. To keep up to date case notes on the Service's database ensuring that all relevant records and documents are managed in accordance with policy and guidance.</p> <p>22. To deputise for the team manager as required</p> <p>Key Responsibilities – continued</p> <p>23. Be prepared to supervise Youth Justice Service Officers, trainees and students as appropriate.</p> <p>24. Manage a high risk or complex caseload as determined by line manager.</p> <p>25. Be prepared to participate in and facilitate practitioners' working/development groups and undertake high quality presentations.</p> <p>26. Provide support/guidance to other colleagues including Band A case managers.</p> <p>27. To contribute to the duty arrangements of the Youth Justice Service</p> <p>28. To attend team meetings and whole Service events.</p> <p>29. To work flexibly to meet service user needs including unsocial hours as required.</p> <p>30. To ensure that the views and experiences of service users and their families inform and influence the design and delivery of services.</p>	<p>21. To chair team meetings, multi-agency meetings, risk and vulnerability meetings, JATs, DTOs etc.</p> <p>Key Accountabilities - continued</p> <p>22. To undertake specialist roles such as practice supervisor, representing the service at court user groups, coordinating Last Chance or completing specialist assessments such as AIMS (Children who sexually harm other children).</p> <p>23. To attend court hearings and participate in meetings, case conferences, reviews, planning meetings and other forum as required and appropriate.</p> <p>24. To ensure all services delivered take into account diversity and social justice.</p> <p>25.</p>
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification	
<p>Education and Knowledge</p> <p>15. Formal relevant professional qualification e.g. Social Work, Probation, NVQ4 in Youth Justice Studies and a minimum 2 years' experience as a Band A Case Manager.</p> <p>16. Post qualifying award</p> <p>17. Full driving licence (unless registered disabled)</p>	<p>Personal skills and general competencies</p> <p>18. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff.</p> <p>19. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</p> <p>20. Undertake reasonable care for the health and safety of themselves and/ or other persons affected by their activities in accordance with Health and Safety Legislation.</p> <p>21. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available.</p> <p>22. Ability to meet agreed objectives and delivery targets by the effective use of resources.</p> <p>23. Basic information technology skills including use of databases and word processing.</p> <p>24. Undertake any necessary administrative/ICT duties in line with case load management.</p>
<p>Experience</p> <p>25. Experience of managing complex cases including risk of harm to others and vulnerability.</p> <p>26. Minimum of 2 years' experience of working with vulnerable young people</p> <p>27. Experience of facilitating groups</p> <p>28. Experience of work within a youth justice setting</p>	
<p>Role Dimensions</p> <p>29. Managing a highly complex caseload of children / young people, parents and carers allocated within the Youth Justice Service.</p> <p>30. Handling of petty cash to the value of £30.</p> <p>31. Provide support and guidance on practice issues to case managers (Band A) within the team and supervise YJSOs as required</p> <p>32. Deputise for the Team Manager</p> <p>33. Undertake specific specialist roles in relation to the development of the Service.</p>	

Date 25/07/2017