LONDON BOROUGH OF LAMBETH

JOB DESCRIPTION

Job Title: Team Manager (YOS)

Directorate: Children's Services
Division: Youth Offending Service
Responsible to: Senior Operations Manager (YOS)
Responsible for: Up to 8 staff members including YOS Case Officers
Grade: PO6

Main purpose of the role

To be responsible for the day-to-day operations and practice of a group of staff within the Youth Offending Service (YOS).

This supervisory role will involve developing practice across the team, ensuring that work is completed to a uniform high standard and that policies and procedures are fully implemented, whilst ensuring that young people and families receive a high quality service.

Practice an outward-facing approach to partnership working; understanding that the quality of relationships and reputation of management with peers and leaders throughout multi-agency partnerships and the community is an essential component of successful support to young people and their families.

Duties

This job description is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role, such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

1. Deliver practice and operational leadership, which aligns with the Service-wide vision and objectives, driving change and constant improvement.

2. Review service requirements, resolve problems and deal with complaints

3. Lead on the development of specific policies and procedures to contribute to the continuous improvement in own work and thematic areas.

4. Where relevant co-ordinate the work of a team, either formally or as part of a project to ensure individual and team objectives are delivered.

5. Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

6. Ensure that equality of opportunity and anti-discriminatory practice is a priority throughout the service and equality issues are consistently considered in aspects of work.

7. Under supervision of the Operations Manager, be accountable for small expenditures from an agreed budget or income and process transactions in a timely manner.
8. Allocation of work coming into the service area and responsibility for monitoring the timely completion of recording, assessments and reports in line with statutory policies, procedures and practice guidance.

9. To provide expert guidance and advice on youth justice and children’s social care to staff and stay up to date with legislation and policy changes.

10. To represent the team at external meetings as required and chair planning, risk and practice Meetings internally.

11. To have responsibility for ensuring that staff maintain adherence to both professional and National Standards. This will include quality assurance of work, auditing and professional supervision of staff members.

12. To provide a key role in team development, both in terms of developing the team’s professional practice through training and support, but also in terms of the recruitment and retention of staff.

13. To ensure that performance issues are dealt with appropriately in accordance with personnel policies and procedures.

14. To undertake project work, programme development and additional duties as required.

15. To assist the Senior Management Team, with the development and delivery of the YOS Plan in partnership with other agencies.

16. To be able to quality assure assessments and reports by demonstrating the ability to analyse complex data, balance public protection, safeguarding and broader development issues.

17. The post holder must be able to demonstrate a high level of verbal and written skills commensurate with working in a supervisory setting.

18. Complete records, statistical returns and expenses on time, accurately and in accordance with policy. This may include completing a time sheet.

19. Contribute to the monitoring and evaluation of the work. The post holder will contribute to the development of quality assurance process for YOS Officers.

20. Design and present training packages for staff, magistrates and other stakeholders on all aspects of work carried out by the Youth Offending Service.

21. Contribute to the positive promotion of the Youth Offending Service, participating in presentations and Open Days as required.


23. Carry out appropriate administrative tasks in support of the work, using Information Technology where appropriate.

24. Attend all relevant internal meetings, and represent the Youth Offending Service at external meetings as required.

25. Participate in all relevant training events and other opportunities for professional development.

26. To deputise for senior managers as required.
27. To undertake other duties that might be reasonably requested from time to time including being available for weekend cover arrangements and on occasion working evenings and weekends.

28. Undertake any other duties necessary to meet the needs of the service and of the service users (young people).

29. Carry out all duties in accordance with the London Borough of Lambeth’s Equal Opportunities policy, actively promoting equality and seeking to prevent and overcome disadvantage and discrimination.

30. The post holder will participate in the Council’s appraisal scheme, take responsibility for the implementation of own Personal Development Plan and continued professional development in those areas relevant to their role and will ensure that the same process is undertaken to all line managed staff.

31. On occasions work in the evening or at weekends.

32. Carry out all duties in accordance with current health and safety legislation.
### Competency-Based Person Specification
#### Team Manager (YOS)

Note: It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a “Tick” (✓) on the person specification when you complete the application form.

<table>
<thead>
<tr>
<th>Short- listing criteria</th>
<th>Qualification</th>
<th>Key knowledge</th>
<th>Experience</th>
<th>Other Requirements</th>
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</thead>
<tbody>
<tr>
<td>Q1</td>
<td>A Degree in social work (HCPC registered) or a Degree in Community Justice with Level 5 Diploma in Probation Studies. Alternatively, educated to degree level together with a Youth Justice professional certificate in Effective practice. Three years post qualifying experience is required and extensive line management experience in a youth justice setting.</td>
<td>A ✓</td>
<td>A ✓</td>
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<td>K1</td>
<td>Substantial knowledge of current legislation, effective practice and safeguarding relating to youth justice.</td>
<td>A ✓</td>
<td>A ✓</td>
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<td>K2</td>
<td>Sound understanding of operations management, the design and implementation of effective practice.</td>
<td>A ✓</td>
<td>A ✓</td>
<td>A ✓</td>
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<td>K3</td>
<td>Up to date professional and technical expertise in relation to youth offending.</td>
<td>A ✓</td>
<td>A ✓</td>
<td>A ✓</td>
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<tr>
<td>E1</td>
<td>Detailed knowledge of the Youth Offending Information System (YOIS), Care Works databases other relevant data systems.</td>
<td>A ✓</td>
<td>A ✓</td>
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<td>E2</td>
<td>Experience of supervising and managing staff in a relevant setting</td>
<td>A ✓</td>
<td>A ✓</td>
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<td>E3</td>
<td>Ability to communicate effectively (English - verbally and written) and to create and maintain positive working relationships with children, young people, parents and a wide range of other professionals and agencies incl. chairing meetings.</td>
<td>A ✓</td>
<td>A ✓</td>
<td>A ✓</td>
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<td>R1</td>
<td>Able to work outside normal office hours including evenings and weekends. Evening work is a core component of the post. In addition, a commitment to be able to work at weekends is essential</td>
<td>A ✓</td>
<td>A ✓</td>
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<td>Key Behaviours</td>
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<tr>
<td>R2</td>
<td>This post is subject to an enhanced DBS check.</td>
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<td>B1</td>
<td><strong>Focuses on People</strong> is about considering the people who our work affects, internally and externally. It’s about treating people fairly and improving the lives of those we impact. It’s about ensuring we have the right processes in place.</td>
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<td>B2</td>
<td><strong>Takes Ownership</strong> is about being proactive and owning our personal objectives. It’s about seizing opportunities, driving excellence, engaging with the council’s objectives, and furthering our professional development.</td>
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<td>B3</td>
<td><strong>Works Collaboratively</strong> is about helping each other, developing relationships, and understanding other people’s roles. It’s about working together with colleagues, partners, and customers to earn their respect, and get the best results.</td>
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<td>B4</td>
<td><strong>Communicates Effectively</strong> is about how we talk, write and engage with others. It’s about using simple, clear, and open language to establish positive relationships with others. It’s also about how you listen and make yourself open to conversation.</td>
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<td>B5</td>
<td><strong>Focuses on Results</strong> is about ambition and achievement. It’s about orienting ourselves towards the end product and considering the effect of our service. It’s about making the right impact, having the right result and changing things for the better</td>
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