



Job Description

Job Title: Senior Practitioner Youth Offending Service (Turnaround Programme)

POSCODE:

Grade:

Overall Purpose of Role

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To support and lead the development and implementation of the Turnaround Programme within the Youth Offending Service, working in partnership with statutory agencies within the community and wider NCT services.

Working as part of the YOS service to lead and supervise Practitioners in the delivery and co-ordination of high quality early intervention for children aged 10-17 years and their families with emerging needs which place them on the cusp of entering the Criminal Justice System. By using skills in assessment, engagement, change management and quality assurance, improve the outcomes for these children aged 10-19 and their families.

- **To support and lead the development and implementation of the turnaround programme in partnership with statutory agencies.**
- **Once the programme is established the Senior Practitioner will supervise Turnaround Practitioners in the delivery and co-ordination of high quality early intervention for children aged 10 – 17 years and their families with emerging needs which puts them on the cusp of entering the Criminal Justice System.**
- **To use skills of assessment, engagement, change management, quality Assurance within a multidisciplinary, early intervention team to improve outcomes for children aged 10-19 years and their families.**
- **Draw on the principles of Multi-agency Working and Early Help Assessment, acting as Lead Practitioner to cases that are not open to Early Help or Statutory services, with the aim of expanding best practice in early intervention.**
- **Work closely and creatively with the local communities and partner agencies to establish and maintain an effective service for children aged 10-17 years and their families in line with the stated objectives of the Turnaround Programme.**

Main Accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities

	Main Accountabilities
1	To supervise YOS officers in the designated team, providing formal one to one supervision on a minimum monthly basis in line with policy, to provide

	day to day support and informal supervision to members of their own and other teams as required. To liaise with the designated Team Manager in support of formal processes such as sickness/annual leave recording and any other required HR processes
2	To allocate work to staff and self, in discussion with peers and in consultation with Team Manager where necessary. To consider the workload of staff within the designated team, raising with the Team Manager any issues requiring adjustment or other actions.
3	Work with the Team Manager to co-ordinate a team of multidisciplinary staff in delivery of Preventative, Diversionary and Statutory services. To act as a line manager/supervisor to multidisciplinary team members and to coordinate team activity, group work and caseload management to allocate tasks.
4	To manage a small caseload of complex cases. To support with the management and identify 139 cases over 2 years meeting the MOJ criteria, undertake assessments and reviews of the circumstances of the child and the offence, and to devise, co-ordinate, implement and deliver intervention plans in order to address desistance and risk factors, reduce crime and prevent re-offending. To do this in consultation and partnership with the child, their parent/carer and other agencies, revising and reviewing plans regularly.
5	Support the team, leading by example, to ensure that where appropriate, children experience the benefits of restorative interventions and reparative activities. Assist in communication between children and the victims of their offences, and achieve mutually acceptable offence resolution to support re-integration into the community
6	Work with colleagues to ensure that the duty rota is covered, taking part in that and the remand and special court rotas as required.
7	Attend or support colleagues to attend formal meetings both in the community and custody. Prepare and present reports (including challenging and complex cases)
8	Keep and maintain appropriate and accurate case records. Maintain systems for effective communication and information sharing, ensuring accuracy and confidentiality in accordance with policies and procedures.
9	To develop and maintain links and liaison with colleagues across the YOS and in other agencies, professionals and organisations that provide assistance to children in order to address their needs and reduce re-offending.
10	We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*
We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Educated to degree level or equivalent by experience	Degree level professional qualification in Social Work, Probation, Youth Work, Teaching or relevant health discipline or equivalent by experience	Essential
Professional Certificate in Effective Practice	Youth Justice	Desirable

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
Knowledge:		
Supervision	Knowledge of the needs of staff in relation to supervision, and understanding of the need to praise, challenge and hold to account as necessary.	Essential
Legislation	Knowledge and understanding of current legislation and issues relating to youth crime and young people who offend.	Essential
Multi-agency working	Understanding of multi-agency working and of the tensions inherent in such teams	Essential
Skills and Abilities:		
Work with staff	Able to lead, manage and motivate a team of staff to deliver services to children in a positive way in sometimes difficult circumstances.	Essential
Work with children	Able to assess, support and motivate children where levels of vulnerability and risk to themselves and to the public are high. Deliver interventions to help reduce re-offending.	Essential

Communication	Able to use your own initiative and work to targets, meeting strict deadlines and prioritising workload.	Essential
Working practices	Able to use your own initiative and work to targets, meeting strict deadlines and prioritising workload.	Essential
Multi-agency working	Able to work as part of a multi-agency team and manage the inherent tensions positively, whilst bringing out the inherent positives.	Essential
Consultation	Able to consult with professionals inside and outside the Trust and persuade and gain commitment from them.	Essential
IT	Able to use IT systems for report writing and (with training) etc.	Essential
Presentation	Ability to give presentations to Courts, employees and other agencies/partners	Desirable
Experience:	Give an idea of the type and level of experience required do not specify years of experience	
Youth Justice	Experience of working in the Youth Justice System	Essential
Direct work	Experience of working with children who have offended	Essential
Staff supervision	Demonstrable experience of supervising and managing a team of people, including monitoring and work allocation.	Essential
Driving licence	Full driving license to be able to drive to meet and transport children, their families and attend meetings across a large geographical area	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults	Essential
Disclosure Level		

What DBS Level is required for this post?

None

☐

Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input checked="" type="checkbox"/>

Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input checked="" type="checkbox"/>
Flexible	<input type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>

Job Description Questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:	Senior Practitioner – Turnaround Programme	POSCODE <i>(Needed for re-evaluations)</i>	
Reports to (job title):	Operations Manager (0705)	Directorate/Service:	Youth Offending Service
Presenting Manager:		Date of evaluation:	
Supporting HR contact person:		New Post	No
		Re-evaluation:	Yes

Job Context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed. Working within the Youth Offending Service in NCT, the Senior Practitioner will **provide Early Help support in assessing and addressing the underlying needs and risk factors which may have brought a child into contact with the justice system, with the aim of promoting positive development, Promoting sharing of resources, expertise, and best practice.**

Interventions should:

- Promote children's individual strengths and capacities to develop their pro-social identity for positive outcomes and sustainable desistance
 - Encourage children's active participation and engagement through meaningful collaboration with children and families
 - Minimise criminogenic stigma from contact with the criminal justice system or underlying any pro-offending identity
 - Add value to what is already being delivered locally
 - ensure resources, including suitable trained practitioners, are available
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- Overall goals are to:
 - Achieve positive outcomes for children with the aim of preventing them to go onto offend
 - Build on work already done to ensure all children on the cusp of the youth justice system are consistently offered a needs assessment and the opportunity to for support
 - Improve the socio-emotional, mental health and wellbeing of children
 - Improve the integration and partnership working between YOTs and other statutory services to support children

The turnaround programme is an early intervention programme led by the Ministry of Justice and aims to improve outcomes for children who do not currently meet the threshold for statutory support. This role is set up in order to benefit from multi-year funding to enable the service to intervene earlier and improve outcomes for children on the cusp of the justice system, with the ultimate aim of preventing them from going on to *re)offend.

Developed by the Ministry of Justice

Key features:

Eligibility criteria are those:

with a first-time youth caution

subject to No Further Action decisions following arrest

subject to a Community Resolution

released under investigation or subject to pre-charge bail

financed or discharged and/or acquitted at court.

Funding will be provided from MoJ to YOTs and YOTs will have the freedom to utilise their knowledge and experience when deciding which interventions would benefit the child, including drawing on local services.

Use an Early Help approach

We have been asked to work with 139 children (subject to the eligibility criteria). They will provide Early Help support in assessing and addressing the underlying needs and risk factors which may have brought the child into contact with the justice system, with the aim of promoting positive development, Promoting sharing of resources, expertise, and best practice.

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- Overall goals are to:
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- Improve the integration and partnership working between YOTs and other statutory services to support children
- Now part of the Children's Trust, the Youth Offending Service was formed in 1999 following the bringing together of multi-disciplinary groups including Youth Justice, Police, Probation

The post holder supervises and supports case holding YOS staff, and holds a small caseload of complex cases. The post holder acts as the link between case-holding practice and the management group, between own team and others; between generalists and specialists in order to deliver on the aim of reducing re-offending.

Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

See relevant chart

Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities.
- **changes to the essential qualifications, knowledge, skills and experience; or**
- changes to the team structure

Communicating and influencing

Contact	Nature of interpersonal skills used
Internal	
Supervisees	The jobholder is expected to work with others to encourage personal development and improve the performance of the team
Policy/practice	The jobholder will contribute to the development of policy and practice within the sphere of responsibility
Training	The jobholder is expected to contribute to the delivery of relevant training for internal staff and external partners, including members of the public
Colleagues/specialists within YOS	The job holder must communicate clearly the needs of the child or their gap in knowledge in order to ensure that relevant information and/or services are made available.
External	
Children	The jobholder will build trusting relationships with children, to assist in the assessment process and gain a better understanding of them in order to draw up appropriate intervention plans to support them not to re-offend
	The jobholder will use their assessment of the child to engage additional agencies and partners
	The jobholder will attend Referral Order Panel meetings, other multi-agency meetings and court hearings, to present their reports and to act as an advocate for a young person
	The jobholder is required to communicate with children and their families in order to motivate and develop pro-social behaviour that leads to effective completion of Reparation or reparative activity
	The jobholder must be able to effectively communicate with a wide variety of external agencies and organisations such as statutory bodies and voluntary groups in order to influence, foster, establish, develop and maintain a portfolio of additional support for children

Supervision and Work Planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

The post holder has oversight of a team of practitioners as well as carrying a small caseload. They have a substantial degree of autonomy in planning their activities, subject to the requirements of supervision, assessment/review and meeting cycles. The post holder will be expected to be skilled in managing their diary commitments to ensure that tasks are covered and deadlines met with minimal involvement from their line manager. That said, they are also expected to manage the unexpected, supporting

staff and/or responding to issues of immediate risk and safety/wellbeing concern promptly. They must therefore be flexible in being willing to adapt and rearrange to meet immediate need.

The post holder will work closely with the Team Manager/Operations Manager to identify area priorities in relation to key local indicators, measures and government policies.

What level of supervision is this post subject to?

The job holder has a monthly 1:1 supervision with their line manager to review work in relation to the staff they supervise, the cases they hold and any other work streams in which they are involved. Positives and strengths are identified along with development needs for the individual. Areas requiring the support of others, eg external agencies, are identified and decisions made about the appropriate approach to accessing these. The post holder also participates in the annual appraisal process.

What type of priorities is the post holder able to set themselves?

The jobholder has significant control over their workload

The jobholder is responsible for setting their own priorities to ensure that all statutory and other deadlines are adhered to.

The jobholder will prioritise their workload in their own diary, and has autonomy to arrange their timetable, whilst also ensuring their availability to support staff in an informal way.

The jobholder also prioritises working with other agencies and partnerships in order to build networks and links to provide interventions in order to support children and parents.

What kind of systems, procedures or 'rules' are set around the job?

The jobholder will have to adhere to the following:

- **Youth Justice Legislation**
- **Children Act 1989 and 2004**
- **Youth Justice assessment, risk management and safeguarding policies and procedures.**
- **National Standards & Case Management procedures**
- **NCT & YOS local policies & procedures**
- **Internal YOS policies and procedures**

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

1. **Members of staff may, from time to time, struggle to manage their workload or situations/features of particular cases. The postholder would need to manage this with effective leadership skills and through the performance process if needed. If performance issues continued then the postholder would be expected to escalate to their line manager to take appropriate action.**

They may present as stressed or distressed by a range of potential issues originating both within and outside the workplace. The post holder must seek to de-escalate the situation whilst acknowledging the feelings as real, working with the individual to find a solution to the presenting problem within the reasonable remit of a supervisory relationship. This would involve finding private uninterrupted space to allow the individual to express themselves and then work with the individual to identify what is necessary, prioritise immediate tasks, and plan for the short term future whilst not losing sight of longer term requirements. Where the individual is not open to such a collaborative approach, the post holder may need to assist by guiding and setting priorities themselves, potentially having to give instructions to the member of staff pending them being able to take back that area of decision making themselves.

2. **The post holder will hold a small number of the most complex cases and thus is more likely to encounter significant issues in relation to risk and safeguarding. The post holder is expected to be clearly aware of the necessary immediate actions to take in specific situations, for example making an immediate MASH referral, and be competent to do that swiftly and accurately, highlighting the most important points clearly and articulating concerns without ambiguity.**

At what point does the post holder escalate a problem to a more senior employee?

1. **Where the actions taken are, at least in the short term, successful, the post holder would be expected to bring the situation to their next supervision to review how they managed the scenario and consider alternatives for the future. In the event that the post holder is unable to resolve the immediate situation, and in particular if they were unable to reach agreement on next steps, they should raise the issue with their line manager swiftly, seeking to ensure both the wellbeing of the member of staff and the continued delivery of high quality services to the clients.**
2. **Having made the MASH referral, the post holder would be expected to communicate the situation to their line manager immediately, in order to review actions to date and potential additional activity. Where, for example, the referral is refused, the post holder should immediately discuss this with their line manager to consider whether additional actions by the post holder are needed, or whether immediate escalation under the NSCP procedure is warranted.**
3. **The postholder consults the Team Manager/Operations Manager if there are likely to be budget implications affected by additional spending such as additional training requirements.**

Decision Making

Does the post holder makes a decision based on	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

The job holder supervises practitioners, some of whom may be new to role. The job holder will consider each member of their staff, taking account of their strengths and areas for development and will develop their approach to working with the individual accordingly. Where there is an identified knowledge or skills gap, the post holder will have to decide, in consultation with the individual, the approach to filling that gap most likely to be successful. They will use their own experience of learning and teaching to support their decision making. Creativity, however, will be critical to the success of this, as there is no one-size-fits-all when working with individuals. The post holder must not only be creative in finding solutions, but also in finding ways of checking that the activities have been successful in bridging the identified gap.

Freedom to Act

Please give two examples of areas that the post holder has discretion over.

- 1) The jobholder has discretion over the general management of their workload, balancing the needs of their staff and the service with those of children, families and victims.
- 2) The jobholder can decide, in agreement with a child and their parents/carers, on appropriate intervention plans to put in place that best meet their needs. They also have discretion on how those interventions will be delivered dependant on the child's learning style and other needs
- 3) Make case management decisions and create professional development opportunities with practitioners to grow and develop the skills and good practice of the team

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with 50 or 50,000 payslips.

Physical effort and/or Strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

The post involves travelling within and outside the county to visit children, as well as occasional travel elsewhere to represent NYOS. Some unsocial hours are involved in this role.

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

The post holder may routinely undertake home visits with their caseload. In some instances, the home environment is unpredictable, and can be unpleasant, unclean, uncomfortable and threatening.

Due to the nature of the work, challenging situations can easily arise due to an individuals responses to emotionally charged issues and these need to be monitored at all times by the post holder.