Role profile

**Youth Justice Support Service Deputy Team Manager**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Youth Justice and Support Service |
| **Reports to** | Youth Justice Support Service Operational Manager |
| **Job family** | Care and Welfare |
| **Grade** | J |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date** | November 2023 |
| **JE Code** | JE2173 |

Key deliverables

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| **1** | Be able to support and supervise the staff based within the Youth Justice and Support Service on behalf of the Partner Agencies and Stakeholdersin accordance with the Milton Keynes Youth Justice Plan and ensure that the provision of services by staff conforms to best practice as defined by local and National standards, legal contexts, and expectations. |
| **2** | To ensure that all children at risk of offending or reoffending are supported and safeguarded. This includes supporting children at risk and promoting their well-being through the application of practical and procedural knowledge and enabling them to live safely within their family wherever possible. |
| **3** | To support the Operational JYSS Manager to ensure that the multi-agency multi-disciplinary team is effectively managed and supervised, and casework is allocated and monitored across the team’s area of responsibility to offer supervision and support to staff and to ensure the work of teams is carried out in accordance with legal requirements and best practice. |
| **4** | To be responsible for allocation of work and of the day-to-day requirements of the Youth Justice and Support Service ensuring referrals are prioritised, services are effective and offered promptly in line with national standards and guidance, which provide person centred interventions appropriate to the complex needs of children, so they can live safely within their community wherever possible. |
| **5** | To assist in developing, revising and maintaining YJSS policy and procedures, including monitoring, auditing, evaluation and risk assessment mechanisms. To provide data that is required for reporting purposes (internal and external) ensuring its accuracy. |
| **6** | To contribute to the preparation of reports that will assist the Operational YJSS Manager in providing information and data towards the Youth Justice, Team Business and wider strategic plans. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Professional Qualification in Social Work, Policing, Criminal Justice and/or management. Extensive post qualification experience. Supervisory experience in YOT / Youth Justice or Management and supervisory experience in relevant role with statutory partner (Children’ Social Work; Education; Health; Police; Probation) and recent relevant experience in Youth Justice. |
| **2** | Experience of case management practice within the Youth Justice field supervising young people subject to youth justice outcomes. Theoretical knowledge of criminal and childcare issues, legislation, policy and research. Including knowledge of related specialist areas e.g. Health, Probation, SEND. |
| **3** | Must be self-motivating and able to make difficult decisions and support staff in complex work, extensive experience in supervision, development, appraise staff, within a framework and to YJB and HMIP standards. Able to lead and motivate staff to deliver changes in practice, team structures and joint working in line with local and national requirements. |
| **4** | To possess good written and verbal communication skills including presentation skills with ability to question, challenge, solve problems and complete tasks within variable time frames. |
| **5** | Good interpersonal, organisational and information management. Must be self-motivating and able to make difficult decisions and support staff in complex work, supervise and appraise staff, within a framework and to YJB and HMIP standards, with an ability to form close working partnerships with a variety of different agencies in all areas of the work. To build and coordinate a team of multi-agency, multi-disciplinary professionals to provide a quality service to clients. |

Job family

**Care and Welfare (Grade J)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles are team managers whose deep knowledge of their Social Work or Public Health specialism sees them dealing with a combination of highly complex strategic and operational issues. Expected to deliver innovation and service development, these roles make an important contribution to shaping the city council’s response to the demands made upon it related to the care and welfare of vulnerable members of our community.

**The knowledge and skills required**

The expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Roles may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

**Thinking, planning and communication**

Problems at this level will include fast-paced operational decision making where juggling resource priorities, client needs, and procedural or regulatory limitations will combine to add considerable complexity to the process. But in addition to this, job holders must take a long-term view of their team’s targets and performance and will be expected to drive improvement through innovation and policy development.

Job holders will have highly developed communication skills usually developed in the social work/public health arena at practitioner level. Job holders will need to influence others at a corporate level in order to achieve team aims.

They will also be regularly dealing with complex and contentious information which will require potentially difficult interactions both inside the city council and with external partner organisations and other stakeholders.

**Decision making and innovation**

Roles are constrained only by very high-level management oversight. Job holders are expected to shape their team’s operational priorities and methods in line not only with city council policy guidelines but according to national standards. Job holders will require discretion and initiative over a broad area of social work/public health activity.

**Areas of responsibility**

Job holders will have a major responsibility for assessing the complex needs of large groups of vulnerable individuals and shaping the city council’s response to these needs, devising entire programmes of care and welfare. Their decisions and actions will impact directly on individuals and groups and have potentially long-term consequences.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work professionals, whose specialist qualifications offset this slightly reduced demand.

Job holders will have discretionary budget responsibility and may also contribute to budget setting by assessing financial need in relation to delivery of team aims.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention, while tasks such as report writing and attending case meetings will call for lengthy periods of concentrated mental attention.

Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands. Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.