

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Children Families and Education

**DIVISION:** Early Help and Childrens Social Care

**JOB TITLE:** **Turnaround Project Worker**

## ROLE PROFILE

<b>Job Title:</b>	Youth Offending Services Officer/Senior
<b>Department:</b>	Children Families and Education
<b>Division:</b>	Early Help and Childrens Social Care
<b>Grade:</b>	Grade 10

<b>Hours (per week):</b>	Grade 10 36
<b>Reports to:</b>	Turnaround Project Practice Manager
<b>Responsible for:</b>	None
<b>Role Purpose and Role Dimensions:</b>	<p>Role Dimensions: The post holder will work in a multi-agency team of staff for the Youth Offending Service to prevent offending by children and young people by contributing to the following objectives:</p> <p style="text-align: center;"><b>MAIN PURPOSE OF THE POST</b></p> <ul style="list-style-type: none"> <li>• To work restoratively and contribute to the development and implementation of the Turnaround Project (Prevention Project for those on the cusp of the Criminal Justice System) and to deliver interventions to those young people who meet the eligibility criteria.</li> <li>• To deliver services to young people who are issued Community Resolutions, NFA'd in Police Custody, those identified as being at risk by internal or external partners.</li> <li>• To assess, plan and deliver interventions collaboratively with internal and external partners.</li> </ul>
<b>Commitment to Diversity:</b>	As a member of the Croydon Youth Offending Service to take individual and collective professional responsibility for championing the council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also, to commit to continually developing personal understanding of diversity.
<b>Key External Contacts:</b>	To work closely with a range of external agencies including: Police, Probation, Courts, CAMHS, Schools, Reparation providers and Voluntary sector community projects with a view to successful integration of children and young people into their communities.

<b>Key Internal Contacts:</b>	Managers and Departmental colleagues in YOS, CFL divisions specifically Early Help and Education. Other Council colleagues, e.g. EISS, Community Safety and Housing.
<b>Financial Dimensions:</b>	None but to be responsible for the effective management of financial administration procedures, including responsibility for compliance with financial regulations.
<b>Key Areas for Decision Making:</b>	Responsible for the decision making necessary to: <ul style="list-style-type: none"> <li>▪ Prevent offending by young people for them to achieve good outcomes.</li> <li>▪ Ensure that assessments and plans for young people are robust, evidence-based, are progressing in a timely way and are effective in order to manage risk and vulnerability and reduce re-offending.</li> <li>▪ Ensure assessment are systemic based and consider wider family context</li> <li>▪ Promote restorative approaches</li> </ul>
<b>Other Considerations:</b>	To work flexibly to meet the needs of the Project which include working in the evenings and occasional weekends as required.

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens barred list

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA \)](#)

Yes

<b>Key Accountabilities and Result Areas:</b>	<b>Key Elements:</b>
<b>Participate fully as a member of the Youth Offending Service, contributing to the Team's primary</b>	This will involve: <ul style="list-style-type: none"> <li>• To manage caseload, in accordance with set Project standards</li> <li>• Undertaking thorough and effective assessments of need, risk and circumstances (Early Help assessment tools) and translating these into</li> </ul>

<p><b>aim of reducing youth crime as specified by the Crime and Disorder Act 1998</b></p>	<p>effective, innovative and creative Intervention Plans for young people, taking account of risk, safety and wellbeing and prevention of offending behaviour.</p> <ul style="list-style-type: none"> <li>• Maintaining accurate and up-to-date records of work undertaken with young people and their families using the EH case management system.</li> <li>• Undertaking office duty as required.</li> <li>• Work in a trauma informed and child centric way</li> <li>• Working closely with a range of external agencies including police, courts, schools, reparation providers and community projects with a view to successful integration of children and young people into their communities.</li> <li>• Develop constructive relationships and communicate with other colleagues, agencies/professionals.</li> <li>• Participate in training and other learning activities and performance development as required.</li> <li>• Recognise own strengths and areas of expertise and use these to advise and support others.</li> <li>• Liaising with the Restorative Justice Workers to obtain the best possible service to victims of crime and explore RJ processes in all cases.</li> <li>• To work with the parents/carers of young people referred to the Team in order to provide support as required.</li> <li>• Preparing comprehensive written reports when required</li> <li>• To ensure that the line manager is kept informed of major developments and the problems arising from the workload and to seek advice on these, as necessary.</li> <li>• To ensure that safeguarding procedures are considered and applied where necessary</li> <li>• Participating in and contributing to all appropriate training, supervision and team meetings within the YOS.</li> <li>• Undertaking any other duties as may be appropriate to the level and nature of the post as determined by the YOS Manager.</li> </ul>
<p><b>Contribute to the development and implementation of the Service</b></p>	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Presentations to internal and external agencies about the service and promote multi agency partnership working</li> <li>• Communicating confidently at meetings and other settings, both orally and in writing.</li> <li>• Attending planning meetings, reviews and case conferences as required.</li> <li>• To be able to negotiate and develop services with internal and external agencies.</li> <li>• To be able to prioritise and quality assure the work of the team by assisting in the quality assurance process of colleagues' reports and providing</li> </ul>

	<p>advice on assessments.</p> <ul style="list-style-type: none"> <li>• To guide and provide supervision and support as required to sessional, student or volunteer team members.</li> <li>• To represent the YOS at local strategy groups, forums and case conference to provide detail on the project.</li> <li>• To project manage new approaches to service delivery within the teams agreed strategy.</li> <li>• Contributing to in-service training and induction of new staff.</li> <li>• In appropriate cases, to liaise with Restorative Justice Workers/ Victim Liaison Officer to obtain the best possible service to victims of crime.</li> <li>• To contribute to the overall Youth Crime Prevention Strategy</li> </ul>
<p><b>Confidentiality</b></p>	<ul style="list-style-type: none"> <li>• Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases.</li> <li>• Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.</li> </ul>
<p><b>Data Protection</b></p>	<ul style="list-style-type: none"> <li>• Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.</li> <li>• Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.</li> <li>• Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy.</li> <li>• There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.</li> </ul>

## Person Specification

<b>Job Title:</b>	Turnaround Project Worker
<b>Essential knowledge:</b>	<ul style="list-style-type: none"> <li>• A relevant qualification in a discipline involving work with young people <b>or</b> Substantial recent experience of direct work with young people and their families involved in criminal justice system, particularly working in a prevention framework or/and understanding of Early Help.</li> <li>• Knowledge of current practice and service development issues concerning young people who are at risk of offending and their families</li> <li>• Full working knowledge of legislation relevant to youth offending, eg Crime &amp; Disorder Act 1998, Children’s Act 1998, LASPO 2012 etc</li> <li>• Knowledge of the causes of crime and effective methods of reducing offending behaviour.</li> <li>• Knowledge of Restorative Approaches within a Youth Justice context.</li> <li>• Understanding of and commitment to implementation of anti-discriminatory practices and equal opportunities policy.</li> <li>• Knowledge of diverse, multi-cultural communities and their needs</li> </ul>
<b>Essential skills and abilities:</b>	<ul style="list-style-type: none"> <li>• Ability to undertake well-informed, analytical and personalised assessments of young people who offend (Early Help assessment) in a non-discriminatory way.</li> <li>• Ability to negotiate, develop and implement appropriate plans based on assessed desistance factors, risks and needs of young people, victims, and local communities, taking into account diversity issues.</li> <li>• Ability to interpret advice/statute and to devise policy/practice in the light of these.</li> <li>• Ability to build good working relationships and engage young people and their families in professional and, where appropriate, sustained relationships.</li> <li>• Ability to work independently and consult on complex issues.</li> <li>• Ability to plan and manage a caseload under pressure and apply a case management model to work with young people and their families.</li> <li>• Ability to record information in an accurate and timely manner.</li> <li>• Ability to able to work effectively as a member of a multi-agency team and contribute positively to supervision.</li> <li>• Effective written and verbal communication skills including the ability to prepare and present reports.</li> <li>• The ability to recognise the impact of offending on the victims of crime.</li> <li>• The ability to review, monitor and evaluate casework to ensure effective outcomes.</li> <li>• Ability to self-evaluate learning needs and actively seek learning opportunities.</li> <li>• Be able to professionally represent the Project when dealing with partner agencies and other interested bodies.</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong organisational and prioritisation skills and effective time management.</li> <li>• Be adaptable and responsive to change.</li> </ul>
<b>Essential experience:</b>	<ul style="list-style-type: none"> <li>• Recent experience of direct work with young people at risk of involvement in the Criminal Justice system and their families.</li> <li>• Building effective relationships with young people, families and other professionals.</li> <li>• Experience of working in a multi-cultural context.</li> </ul>
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>• Willingness to work outside `normal` hours will be required.</li> <li>• You must be able to travel independently around the Borough.</li> <li>• This position requires that post holders undertake an Enhanced CRB disclosure considered satisfactory by the council prior to employment and every 3 years thereafter.</li> </ul>
<b>Additional Requirements for Senior YOS Officer –Scale 11</b>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Substantial relevant experience of working directly with young people (specifically adolescents)</li> <li>• Preferably experience of supervising casual workers, volunteers etc</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Key Elements of Effective Practice to reduce re-offending by young people and to be able to translate into practice, having obtained the Professional certificate in Effective Practice.</li> <li>• Good working knowledge of legislation relevant to this post</li> </ul> <p><b>Skills and ability</b></p> <ul style="list-style-type: none"> <li>• Able to organise own workload and time manage</li> <li>• Able to negotiate and develop services with internal and external agencies.</li> <li>• Excellent presentation skills to promote multi agency partnership working with internal and external agencies to improve service delivery.</li> </ul>