**Job Description**

**Management Grouping: Children’s Services**

**Service: Specialist Adolescent Services**

**Team: Targeted Youth Service**

**Post Title: Team Manager Targeted Youth Service**

**Reporting to: Head of Specialist Adolescent Services**

**Grade: Bexley17**

# Purpose of the job

To provide operational management and leadership to ensure the delivery of the Targeted Youth Service. This will be through management of directly employed staff as well by working collaboratively with colleagues both within the Council and with partner agencies.

The service provided within the role will encompass integrated targeted youth services; to support vulnerable young people at risk of sexual/gang exploitation, those living with family violence, parental mental ill health, substance misuse, excluded from or at risk of exclusion from school, edge of crime and re-offending.

The service provides evidence and assessment based diversionary programmes and activities, street work, appropriate adult services, one to one support, Return Home Interviews (RHI) for children missing from home, targeted support work to avoid escalation to higher threshold services and signposting to early help and specialist services where appropriate.

# Principal accountabilities

* Day to day coordination, management and oversight of and the targeted youth services to ensure high quality operational delivery of prevention activities, assessments and arising integrated support and interventions for young people 11-18 years old.
* To ensure that targeted youth services are focused upon LBB priorities and deliver sustainable improved outcomes
* Recording, monitoring, analysing and reporting on data and performance and for over 10’s provision ensuring quality standards are maintained, agreed targets are met and demonstrates the agreed reach and impact for targeted support for vulnerable young people
* Provide performance and quality assurance management reports as required to ensure agreed standards are achieved, locally informed evidenced based evaluations can be undertaken and any agreed learning actions are implemented and monitored for evidence of improvements to service delivery
* Ensure joined up multi-agency working with partners, children and young people, families (where relevant),, communities and vulnerable groups to provide targeted assessment based intervention supports improved sustainable outcomes for children and families
* Ensure that, where safeguarding and/or public protection issues arise
* Contribute to strategic outcomes of Children’s services improvement priorities
* Oversee linked integrated partnership targeted services for over 10 provision (internally delivered and externally commissioned)
* Manage and report on budgets in agreement with the Head of Service as required
* Contribute to the design, development and delivery of innovative evidence based over 10’s early help and prevention support services within LBB
* Ensure that line management of the staff team is clear, supervision is regular and documented and that all staff have PDPs and training plans
* Ensure that targeted youth services staff have attended safeguarding training within 3 year cycles and attend other mandatory training as specified by the Head of Service/team training plan and that this training is recorded on management files.
* Ensure that staff follow ‘working together to safeguard children’ policy guidance, relevant CSC policies and procedures (e.g. child sexual exploitation/signs of safety) and make safeguarding referrals to children’s social care as necessary.
* Ensure that the service escalation procedure is followed for cases where blockages appear and which have the potential for an adverse effect on the child/young person/family.
* Effective day to day management and oversight of both internally delivered and externally commissioned linked targeted support services

**Contacts and Relationships**:

* To work effectively within service area and others within the council, other agencies as appropriate.
* To develop effective working relationships with service providers, to include contract monitoring and Service Level Agreements as appropriate
* To represent the service at internal and external meetings as required
* To deputise for the Head of Service as required
* To inform the Head of Service of serious incidents or potential adverse publicity in a timely manner in line with policy and guidance.

# Organisational Control and Development

* To contribute to the development the evolving structures, procedures and working approaches/methods of staff in the Service, to ensure an integrated, flexible, effective and efficient approach to the delivery of the service.
* To support the development of key performance indicators and contribute to the setting of ongoing qualitative and quantitative performance targets to measure outcomes against the aims and ambitions of Children’s services vision and values and the targeted youth service strategy.and ensure that these operational and performance targets are achieved.

# Staff Management and Development

* To ensure that staff in the team are recruited, managed, supervised, appraised and developed, and that effective arrangements are made for the training and development of all staff so as to meet service needs and to provide equality of opportunity for all employees.
* To act as a source of expert advice and consultation for staff with the team and maintain a current active interest and knowledge in such legislation and policy changes, research findings and practice developments, from a wide field, as are relevant to the post holder’s responsibilities including training and other professional development opportunities.
* To ensure a continuous improvement cycle.

# Personal Effectiveness

* To present timely and relevant advice and information to the team to ensure that they are fully briefed on the on-going aims and ambitions of the Service, in particular providing support to the Head of Service in dealing with any Member or ‘senior management’ level related matters.
* To establish and develop effective working relationships with all relevant colleagues.
* To be fully conversant with relevant statutory provisions, including in respect of the safeguarding of children, the Council’s constitution, processes and procedures including financial management policies and processes and to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.
* To maintain appropriate knowledge of Equal Opportunities Legislation and the cultural and diversity issues that impact on service provision, and guide behaviour at work in order to promote and improve equality in employment and service provision.
* To deal promptly with all matters requiring the post holder’s personal attention. To demonstrate achievement, drive and ownership and develop as an individual.
* All staff working in the department have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of service users.

# Person Specification Management Grouping: Youth and Inclusion Team: Targeted Youth Support Post Title: Team Manager, Targeted Youth Services

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| **Selection Criteria** | **Essential/**  **Desirable (E/D)** | **Method of**  **Assessment**  **(A/I/T)\*** |
| (a) **Education and Formal Training**    An appropriate professional background and/or youth work qualification relevant to working with children and families | E | A |
| (b) **Relevant Technical Experience** **and Knowledge**    Appropriate post qualifying experience, preferably with some experience of statutory child protection and/or the service areas covered by the post    Supervisory experience    Good operational understanding of effective risk management including risk of harm to children and risk of harm to others.    Comprehensive and up to date knowledge of legislation, related statutory regulations and guidance relevant to the client group/service area    Comprehensive and up-to-date knowledge of child and  adolescent development and behaviour, and the main research findings to the particular service area    Up-to-date knowledge of different theoretical frameworks and approaches of intervention to meet assessed need. Comprehensive & up-to-date knowledge of assessment, prevention and early intervention with children and their families to ensure sustainable positive change and improved outcomes.    Knowledge of relevant national childcare practice (youth services??) and service developments, and relevant Government policy, objectives, requirements and initiatives related to the client group.    Able to assess the needs of children and young people and their families    Able to develop and implement SMART individual intervention plans for children, young people and their families which meet assessed needs | E        E      E    E        E          E            E          E      E | A/I        A/I      A/I    A/I        A/I          A/I            A/I          A/I      A/I |

|  |  |  |
| --- | --- | --- |
| Ability to develop the practice of staff to ensure sustainable positive change and enable improved outcomes for children and families    Able to set objectives, which will lead to good outcomes for children and families and plan and implement interventions based on sound theory and research.    Able to communicate effectively and accurately, both verbally and in writing    Able to communicate with, listen to, and work directly with children and young people, and their parents or carers.    Able to guide and lead staff, in accordance with Child Protection policies, where there are concerns of significant harm to a child.    Able to write accurate and appropriate reports and maintain up-to-date records on children, young people and their families, and communicate effectively both verbally & in writing    Able to set priorities and balance conflicting demands of own workload whilst managing others    Able to provide supervision and management to staff    Able to provide consultation and training to staff as required    Able to make use of learning opportunities to keep up-to-date with relevant research findings and practice developments, and to incorporate these findings into practice and supervision    Able to provide a service which is culturally sensitive and empowering for all service users    Able to work as part of a team and within the multi-disciplinary environment. To work effectively and in partnership with other professionals and agencies    Able to work effectively within the management team and deputise and provide cover as and when required.    Able to initiate and contribute to service development and show leadership in the management of change    Willing to accept and engage in supervision, appraisal and training    Be competent in use of IT and able to use Council systems    Adherence to the Borough’s Equality and Diversity Policy and willingness to promote the policy    Willingness to implement and promote the Council’s Core Values, Health and Safety and other relevant policies and procedures | E        E      E        E        E        E      E      E    E          E      E        E      E      E      E    E      E | A/I        A/I      A/I        A/I        A/I        A/I      A/I      A/I    A/I          A/I      A/I        A/I      A/I      A/I      A/I    A/I      A/I |
| Able to demonstrate relevant capabilities against the Youth and Community Work PCF at the appropriate level    Willing and able to work flexible hours | E        D | A/I        A/I |

**\*Selection Method key: I = Interview A = Application Form Higher Performance Indicators**

# HIGHER PERFORMANCE INDICATORS

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| Post Title: Team Manager | | Job Family: Prevention Services | Grade BEXLEY 17 |
| **Core Behaviour** | **Level** | **Description** | |
| Change and  Innovation | C | I actively seek new ideas and opportunities to challenge the status quo,  I generate solutions to improve performance  I help others to adapt to and implement change  I borrow good ideas from other organisations and adjust them to my customer or service area | |
| Communicating and Influencing | C | I use a range of influencing techniques, sometimes using more than one to work towards my goal  I prepare and present information anticipating questions and problems  I convey complex information to a varied audience  I emphasise risks / benefits | |
| Achievement, Drive and Ownership | C | I continuously ask ‘how could I make this better?’ to ensure I adapt and make improvements  I actively seek opportunities to develop myself  I set myself stretching targets  I look ahead and identify potential problems and take actions to manage them | |
| Customer Orientation | C | I monitor customer feedback and level of satisfaction with the service they receive  I make myself available to customers, ensuring they know how to contact me  I take responsibility for correcting customer concerns promptly, without judging others  I offer ideas to enhance the development of customer centred services / solutions  I seek to build and maintain positive relationships with customers | |
| Partnership Building | C | I help ensure there is a common understanding of responsibilities / expectations | |
|  |  | I recognise the right solution, regardless of who initiated it  I encourage contributions from others to help reach the best conclusion | |
| Leadership | B | I set a clear direction and maintain focus  I translate strategies into understandable objectives and action plans  I work with individuals to set clear performance objectives  I encourage and support team members to solve problems  I openly celebrate our achievements within our team and with others  I use coaching to help others critically and honestly assess their performance, to develop others and to encourage ownership  I provide timely feedback to others on performance and progress  I ensure development needs are met | |
| Political Awareness | B | I recognise organisational and group norms and customs  I apply my understanding of how things are done to deliver services and work effectively with others  I deal with Members queries appropriately  I reinforce political protocols with others, where appropriate | |
| Breakthrough Thinking | C | I take a fresh look at situations to identify potential opportunities or issues  I conduct research to gain evidence prior to making a decision  I make decisions and clear recommendations based on a range of information  I probe to find the underlying cause of an issue  I look for gaps or inconsistencies in information, and investigate further to clarify the situation  I integrate risk and contingency into decisions and plans | |
| Using Technology | C | I identify areas of work where technological tools could improve productivity, standards and / or service | |
| Professional Knowledge | C | I am able to perform all areas of my own professional specialism  I keep up to date on developments | |
| Understanding  Regulatory  Requirements | C | I keep abreast of internal requirements and external legislation changes as they relate to work / service, and assess the likely impact | |

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.