



Coventry City Council

Job Description

Post:	YOS Team Manager	Job Number:	
Service:	Childrens Services, Youth Offending Service	Post Number:	
Location:	Coventry	Grade:	9

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

As a member of a service management team, to take responsibility for the management and delivery of an effective and efficient service for children, young people, their families and victims. To assist the Operational Lead with the delivery of a safe service, through case work and decision-making oversight and providing professional supervision. In addition, the YOS Team Manager is responsible for ensuring that all grant conditions in particular operational delivery requirements for Court order activities are met.

Main Duties and Responsibilities:

1. Work with the Operational Team to establish and maintain operational policy for the service area.
2. Support the Operational Lead in the sound financial management of the service ensuring budgets are carefully managed and resources are fully maximised. Ensure that any grant funded budgets are maintained appropriately and spent in line with grant conditions.
3. Manage staff in the team to include: recruitment & selection; induction & probation; workload allocation; appraisal & identification of training needs and disciplinary or grievance matters.
4. Provide supervision to staff in the performance of their duties in accordance with the directorate's supervision policies and associated guidance. This will include the active auditing and monitoring of case files and electronic records.
5. To ensure maintenance of up to date records of cases using management information systems in accordance with departmental policies and procedures, National Standards for Youth Justice and guidance from Her Majesty's Inspectorate of Probation.
6. To establish, sound working relationships with statutory and non-statutory partner agencies, council departments and independent sector groups and providers both on a local and regional footprint. Promoting and developing joint protocols and service level agreements, which translate into effective joint' and inter-disciplinary working partnership arrangements.

7. To supervise seconded and multi-disciplinary staff within the youth offending service, including supporting external appraisal and professional development requirements.
8. To utilise the resources available to ensure that Out of Court Disposals and Criminal Court Orders are delivered in line with legislative and national standard requirements; this entails ensuring that the intervention reflects the diversity of need of service users.
9. To performance manage the team to ensure the service achieves its objectives.
10. To ensure that all service policies, procedures and interventions meet the requirement to reduce risk of re-offending, risk of serious harm to the community, and safety and wellbeing concerns of young people subject to Out of Court Disposals and Criminal Court Orders.
11. To ensure that services to victims are delivered in line with National Standards for Youth Justice and the Victim's Charter Act.
12. Investigate complaints, disciplinary and grievance matters and contribute towards positive industrial relations, advising the Head of Service of issues in these areas as they arise.
13. Deputise for the Operational Lead and cover for other YOS Team Managers as requested when appropriate.
14. Attend meetings and forums on a regional and national basis relating to developing effective practice within Youth Justice. This will link to the allocation of thematic areas to each manager including, but not limited to:

Prevention of Offending, Intensive Community Supervision, Reduction of Custody, Enforcement and Compliance, Education, Training and Employment, Accommodation, Mental Health Services, Substance Misuse, Resettlement, Restorative Justice, Harmful Sexual Behaviour, Out of Court Disposals, Exploitation, PACE, Referral Orders, Attendance Centre, Unpaid Work and Parenting

15. To lead on allocated thematic areas involving business planning, strategic & operational policies, or plans, and to robustly manage performance. This entails driving and leading on service level improvement and collaborating with the Operational Lead to ensure relevant and accurate information is analysed, available, and acted upon.
16. To maintain own personal and professional training and development to meet the challenging demands of the job.
17. The post holder should work flexibly outside office hours including working evenings, weekends, and Bank Holidays to meet the needs of the service.
18. Any other duties and responsibilities within the range of the salary grade

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare

- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Youth Offending Service Social Workers, Youth Offending Service Officers, Youth Support Officers, volunteers, sessional staff, other partner agency staff including Probation Officers, Police Officers and Health Practitioners

Responsible to: Operational Lead

Updated: July 2020



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	• Equal opportunities policies and how to provide service provision which is sensitive and relevant to all service users.
	• Relevant legislation, regulatory frameworks, national and local initiatives, policy and guidance primarily in relation to Youth Justice and taking into account Children and Families and Young People, including those in need of safeguarding and looked after.
	• Factors relating to a positive industrial relations climate.
	• Procedures relating to the investigation of grievance and disciplinary matters.
	• Comprehensive understanding of the range of service users' needs and the range of service provision to meet need.
	• Awareness of procedures in relation to personnel, financial, budgetary and other support functions.
	• Knowledge of the principles of sound financial management and budgetary processes and controls.

Skills and Abilities:	• Skilled in managing a team's workload, including the establishment of initial referral taking (in line with Out of Court Disposal work and YJB transition protocol), assessment, allocation and workload management systems in line with departmental and policy priorities.
	• Skilled in working with service users to identify need and arrange services to meet need.
	• Able to anticipate and respond appropriately to situations of conflict and resolve disputes.
	• Good listening, negotiating and influencing skills.
	• Effective communication skills- for example: face-to-face, using the telephone and writing complex letters, reports and records, working under pressure, meeting deadlines ,and dealing with interruptions
	• Numeracy skills in order to understand statistical and financial data related to service provision
	• Able to lead complex meetings

	• Able to work in an anti-discriminatory way with service users, carers and colleagues
	• Able to work to service standards and set objectives, monitor performance against relevant indicators and demonstrate a commitment to quality in service provision.
	• Able to organise and manage own work programme and that of others.
	• Ability to investigate and manage disciplinary and complaint matters.
	• Able to contribute towards the development of services in Coventry, this includes long term planning of service developments within the statutory youth justice plan.
	• Able to manage change positively and constructively.

Experience:	• Significant experience in working with children and families in a statutory criminal justice setting and demonstrate experience of decision making on case work.
	• Experience of working across organisational and managerial boundaries to achieve improved outcomes for children, young people and their families.
	• Demonstrate experience of being able to lead, manage, motivate, and support staff.
	• Experience of developing effective working relationships with service users, carers, colleagues, other agencies, and elected members.
	• Experience of developing of effective management of budgets, including, the monitoring and projection of expenditure
	• Demonstrate experience of recruitment and effective induction of new staff
	• Demonstrate experience of professional management of staff and ability to manage issues relating to staff development and performance

Educational:	• A Degree /MA in Social Work, Dip SW, CSS or CQSW (or relevant Social Work England validated Social Work qualification from another country), relevant Probation Qualification, or Youth Justice Degree.
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Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)
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Date Reviewed: July 2020

Updated: July 2020