



**LONDON BOROUGH OF MERTON**

**Children Schools and Families DEPARTMENT**

**JOB DESCRIPTION**

**POST TITLE: Operational Manager, Risk & Desistance**

**Grade: ME16**

**DIVISION/SECTION: Social Care /Youth Justice Service (YJS)**

**Location: Civic Centre, Morden**

**Responsible to: Adolescent and Family Service Manager**

**Responsible for: 1 Senior Practitioner, 5 Case Practitioners, 1 Parenting Practitioner**

**Post number:**

**Date: Feb 2019**

**Overall Purpose of the job**

The Operational Manager, Risk and Desistance is responsible for the day-to-day management, supervision and deployment of the YJS Senior Practitioner, Case Practitioners, Parenting Practitioner and the work of specialist staff, leading to the safeguarding of vulnerable clients, the prevention of crime and the reduction of the number of Young People in custody and re-offending.

The Operational Manager will have the lead role for risk and desistance work within the YJS team and for the effective liaison with social care teams within the CSF department.

The manager will fulfil quality assurance standards and targets. This is to be carried out within the resources allocated to the Service Manager, and in accordance with Council policies, Service and Departmental procedures, and within YJB National Standards & HMIP requirements for Youth Justice Services. The Manager will also be required to deputise for the Service Manager and the Operational Manager, Restorative Justice and Partnerships, when required.

## **Main Purpose of the Job**

- To develop an approach where vigilance around quality and performance is embedded within working practices and procedures so that the Youth Justice Team and AFS Service is best able to meet its outcomes and be prepared for any announced or unannounced Inspection.
- The prevention and reduction of youth crime by ensuring that the objectives and actions within Merton's Annual Youth Justice Plan / the Service Plan, Merton's Children & Young People's Plan and Youth Crime strategy are addressed by practitioners within the Merton Youth Justice Team.
- To assist the Service Manager in the development and delivery of the Youth Justice Plan for Merton.
- To hold specific responsibility for the operational functions of Risk and Desistance ensuring adherence to all joint working protocols, , National Standards and other guidance.
- Ensure that the assessment of young people appearing before the courts and associated interventions address safeguarding, vulnerability and risk issues.
- Negotiate with key partner agencies to ensure that safeguarding and partnership services are delivered efficiently and effectively within allocated resources.
- Ensure that attention is given to the provision of services to meet the diverse needs of offenders, their families, victims of crime and the community at large.
- Maintain a culture of learning through case discussions, reflective practice and training plans.
- Monitor activity to ensure it is effective in safeguarding, reducing crime and anti-social behaviour and improving outcomes for YP.
- Understanding and oversight of practitioner budgets and finance.

## **Main Duties and Responsibilities**

### **Leadership, Policy Development & Quality Assurance**

1. To provide operational management and leadership to staff responsible for court work, allocated court cases and high risk complex cases, helping to achieve the highest standards of practice in work with young people and their families.
2. To quality assure Pre-Sentence reports for either Magistrates, Crown or High Courts. .
3. To have development and operational responsibility for a number of functional themes within the team including Safeguarding and Risk management Panels, Systemic and Trauma informed practice and various practice issues.
4. To contribute to the development and implementation of policies, legislation and guidance within the YJ Team.

5. Continually develop operational services to ensure the delivery of significantly improved outcomes for young people and their families.
6. To contribute to the commissioning of intervention programmes within the service that will provide robust services addressing criminogenic factors.
7. To provide oversight & management of the Pre-Court planning meeting, Court Data and liaison with out of borough courts.
8. To contribute to the actions and objectives within the YJS team plan and other statutory plans within the Borough and other Government departments.
9. To play an active role as a member of the Service Management Team, deputising for the Service Manager and Operational Manager Restorative Justice and Partnerships, when required
10. To chair meetings and contribute to operational working groups, network and planning meetings and reviews, as required.

### **Workload Management**

11. To ensure that systems are in place for the allocation of work and the review, auditing and closure of cases and to help develop and maintain case management systems for the operational management of the YJ Team.
12. To assist in the delivery of timely data and information to support the Service Manager and Information & Data Officer in the production of quarterly and annual returns to the YJB and LBM
13. To ensure that safeguarding standards and associated policies and guidelines are followed and adhered to
14. To ensure that all reasonable mechanisms are introduced to reduce identified health and safety risks, and that incidents are reviewed to enable the necessary revisions to take place
15. To ensure that all YJ members are made aware of and understand the health and safety procedures of the YJ Team & Merton Council especially around lone working.
16. To be responsible for the monitoring of caseloads within the YJ Team and to ensure that there are systems in place to track their progress toward desistance.
17. To respond to Serious Case Notifications and Local Management Reviews
18. To prepare / analyse management information as required, ensuring that such information is accurate and on time.

### **Work with Groups /Agencies**

19. To lead and participate at various inter-agency forums including Social Care operational meetings, CAMHS partnership meetings and chair as appropriate single and inter-agency Strategy meetings with, and about, young people.
20. To promote and develop healthy and productive working relationship between the YJT and the courts, other court users, the secure estate and other partner agencies

21. To maintain and improve the delivery of all safeguarding services to young people, their parents, in line with legislation and National standards.
22. Liaison with LBM CSF social care teams, particularly LAC and 14+ and the Areas Resource Teams and Resources Panel and in particular to be an active member of the LASPO working group regarding LAC YP.
23. To advise and assist the Service Manager with the commissioning of training services which enable the YJT to deliver its objectives, ensuring that these represent value for money and best practice.
24. To advise and assist staff in other Council teams and departments about youth justice issues.
25. To manage and oversee the information received from the Police (via Merlin) and ensure, where necessary, all relevant case practitioners and other agencies are informed.

### **Staff Management**

26. To work creatively to ensure that staff are deployed effectively and flexibly to meet the needs of the Service particularly responding to changing organizational priorities.
27. To provide professional leadership to staff through example and ensure that practitioners are regularly supervised and appraised through adherence to the CSF Directorate's supervision and appraisal policy.
28. To ensure that the training and development needs of staff are identified through the employee development / appraisal processes and that the YJ Team Plan reflects these needs.
29. To ensure staff are motivated, encouraged and supported to contribute to the development of a quality service.
30. To promote a high standard of recording by workers and to quality assure the standard of YJ database recording via the supervision process
31. To manage capability, disciplinary, complaints and grievance procedures as required.
32. To ensure adequate staff cover (especially for children on CP plans) in the YJS at all times, by monitoring annual leave / TOIL requests.
33. To effectively manage all aspects of the recruitment and selection process and to recruit and select staff for the team or other units having proper regard to Council Procedures.

### **Other Tasks & Responsibilities**

34. To assist the YJS Manager in investigating and preparing draft replies to complaints, FOIs and general inquiries from the public and elected Members.
35. To maintain and update the Merton YJ induction pack.
36. To analyse data that looks at the extent of offending within the BME population within LBM and to assist in strategic planning aimed at reducing the involvement of young BME people within the Criminal Justice system.

37. To research, prepare and draft bids to enable the service to strategically develop and enhance the capacity of the YJT to support its own staff and young people.
38. Act as YJT link for social work training and development, delivering training on youth justice where possible.
39. To take responsibility for the authorisation of expenditure to the permitted level and the issuing, handling petty cash and recording of transactions within financial regulations and procedures.
40. To carry out all responsibilities and duties with due regard to the Council's Equal Opportunities Employment Policy.
41. To have full regard to the Health and Safety Policies and procedures of the Council and partner agencies in relation to the responsibilities of the job.
42. To work flexibly outside normal office hours, as required
43. To undertake any other duties required by the Service Manager as may from time to time be required, commensurate with the grading of this post.



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**CHILDREN, SCHOOL'S and FAMILIES DEPARTMENT**  
**PERSON SPECIFICATION**

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**Grade: ME16**

**Division/Section: Social Care / Adolescent and Family Service (AFS)**

**Location: Civic Centre, Morden**

**Responsible to: Head of Service**

**Responsible for: 1 Senior Practitioner, 5 Case Workers, 1 Parenting Practitioner**

**Post number:**

**Date: Feb 2019**

***1. Knowledge / Education***

- 1. Social Work Qualification (CQSW / Diploma SW / CSS / ASYE or equivalent - Registered with HCPC or have proof of application for registration)**
2. Application and Knowledge of the principles of Safeguarding, Risk, Management, Supervision and Quality Assurance
3. Proven knowledge and application of current Youth Justice statutory duties, responsibilities and policies.
4. A sound Knowledge of relevant legislation, e.g. the Crime and Disorder Act 1998, Criminal Justice & Immigration Act 2008 the Children's Act 1998 & 2004 & recent Criminal Justice Acts and their application
5. Knowledge of the causes of crime and effective methods of reducing offending behaviour (evidence-based practice)
6. Knowledge of effective methods of safeguarding assessment and intervention (evidence-based practice)

7. Knowledge of the underlying causes of vulnerability and aspects of effective safeguarding of children and YP from diverse backgrounds
8. Knowledge of issues faced by families from minority ethnic communities or other minority groups.

## **2. Skills**

1. Ability to take lead responsibility for specific service developments.
2. Ability to manage change and develop new services where necessary with partner agencies
3. Ability to apply perspectives and research to the provision of services for young offenders and their victims.
4. Ability to conduct complex safeguarding and risk assessments of young offenders and their offending behaviour and relate this to the design of Intervention Plans and where necessary with Pathway Care Plans
5. Ability to commission (where necessary) and set up / deliver programmes for young offenders, and monitor and evaluate their effectiveness
6. Ability to liaise and negotiate effectively with teams within the department and across agency boundaries, in order to prevent offending or safeguard a young person
7. Proven and competent IT skills and effective communication and interpersonal skills. Ability to deliver training and learning to others (in particular trauma informed approaches and systemic practice).
8. Ability to identify good practice across this service area and promptly, address areas of concern.
9. Ability to ensure that effective appraisal, supervision, support and leadership and management direction are provided to staff.
10. Ability to set and monitor SMART objectives and deliver key outcomes that meet or exceed service expectations
11. Able to use own initiative, work under pressure and meet tight deadlines.
12. Ability to analyse written and statistical data, prepare and present reports

13. Ability to promote equality and anti-discriminatory practice, and recognise the importance of equality issues for both staff and service users.
14. Able to work flexibly and creatively and a willingness to work some evenings usually by prior arrangement.

### ***3 Experience / Training***

1. Relevant Management Experience within a Youth Justice Context
2. Experience of providing advice and support to staff in assessing YP in need of safeguarding and who offend, and in the delivery of programmes of intervention with individuals and families.
3. Experience of dealing with and managing potentially volatile, high risk, dangerous Young Offenders
4. Proven experience of Quality Assurance, Inspections and audits and performance management
5. Recent experience of youth justice work and /or related activity with Children, young people and their families
6. Experience of effective multi-agency working
7. Experience of the selection, recruitment, training and supervision of individuals

### ***4 Special Requirements / Other considerations***

1. Work in this Service is covered by the provisions of the 'Rehabilitation of Offenders Act 1974' (Exception) (Amendment) Order.
2. An openness to improve professional practice, improve quality and a willingness to undertake training.
3. This post requires an enhanced Criminal Records Bureau check to be carried out and it is the London Borough of Merton's policy for a re-check to be done every three years.
4. A willingness to work unsocial hours – including evening work occasional Saturday and Bank Holiday duties.
5. Ideally - a current valid UK driving licence and use of a car for work purposes.