

Operational Team Manager

As part of the management structure of the Youth Offending Service you will manage a team delivering a full range of youth justice services aimed at meeting the needs of young people and the wider community, in order to prevent offending and re-offending.

You will have the ability to lead an effective multi agency team at an operational level, which will include the day to day management of the team and development of services and practices in order to build upon the quality of youth justice services within Monmouthshire and Torfaen.

You will need a professional qualification and appropriate experience.

If you have any questions or queries about the position please contact Jacalyn Richards, Youth Offending Service Manager on 01495 - 768300

MONMOUTHSHIRE COUNTY COUNCIL

SOCIAL & HOUSING SERVICES

JOB DESCRIPTION

POST TITLE: Youth Offending Operational Team Manager
Children's Social Services

POST NO: SCS032

GRADE: SCP 45 - 49 £39,267 - £42,957

HOURS: 37 Hours

REPORTS TO: YOS Manager

BASED AT: Mamhilad Park Estate, Pontypool

MAIN PURPOSE:

1. To provide operational management and leadership to the multi disciplinary staff team.
2. To ensure that services delivered by the area team meet the requirements of the Crime and Disorder Act 1998 and the Criminal Justice and Immigration Act 2008 and relevant preceding legislation.
3. As a member of the YOS Management Team, to manage, develop and sustain Youth Offending Services in Torfaen and Monmouthshire.

Key Responsibilities and Duties:

Staff Management

- To deputise and represent the YOS Manager in her absence.
- To supervise and lead a team of multi disciplinary staff towards identified YOS objectives, in accordance with agreed standards and take appropriate action to facilitate improvements in individual performance via the developments and delivery of team and personal developments plans.
- To allocate work to staff and co-ordinate the overall workload of the YOS in partnership with the YOS Manager and YOS Management Team.
- To examine and evaluate staff practice at regular intervals to ensure that service quality is of the highest.

- In accordance with the respective partnership agencies policies and procedures, to respond to line management issues ie: grievance proceedings; sickness, absence, disciplinary policy and procedures.
- To participate in the recruitment and selection of staff in accordance with policy and procedure.
- To participate in the identification and co-ordination of responses to the individual and service training needs of YOS.
- To guide and advise team members on the implementation of YOS service policy and procedures.

Service User Issues

- To ensure that services to young people, their families and the victims of crime are efficient, effective and appropriate to their level of need.
- To ensure that practice with all service users observes health and safety standards at all times.
- To initiate and review/evaluate involvement with service users as appropriate.
- To encourage participation by service users in planning and review processes.

Service Development

- To contribute as required, to the formulation of the Youth Justice Plan Cymru.
- To ensure statutory requirements are met.
- As part of the YOS Management Team, formulate and implement improvements to policy and practice.
- To liaise effectively with staff at all levels within the YOS and across the range of partnership agencies and related organisations.
- To represent the YOS, where appropriate, in a range of local forums.
- To identify and contribute to the development of local community safety initiatives in response to identified needs and plans, where this is appropriate to the YOS.
- To communicate effectively and credibly with local sentencers with regards to YOS policy and practice, including attendance at Youth Court Users Group.
- To respond swiftly to complaints from service users in an appropriate manner and in accordance with policy and procedure.
- To attend and contribute to training and development opportunities, both in support of the post holders own development and in support of the wider YOS staff development and training plan.

Administration

- In partnership with the YOS management team, to monitor the effectiveness of service performance and to ensure that local and national operational targets are met.
- To hold responsibility for control of those budgets within the post-holders span of responsibility.
- To ensure that financial transactions are certified for payment and conducted within those financial regulations which apply to the YOS.
- To ensure that recording and administration in the team meet required standards.

Miscellaneous

- To undertake all tasks in accordance with Health and Safety policy as it relates to YOS services.
- To attend individual supervision / one to one meetings with YOS manager as required.
- To adhere to the relevant practices, policies and procedures of the Youth Offending Service and Monmouthshire County Council.
- To attend and organise regular YOS management meetings.
- In all tasks undertaken to ensure the active implementation of anti oppressive/anti discriminatory practice and equal opportunities policies and procedures across the full range of YOS provision.
- To undertake any other duties required by management, which are commensurate with the grading of this post.
- To participate in an out of hours 'on-call' system.
- To maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.
- To be responsible for the implementation and monitoring of health and Safety at Work in designated area as laid down in the authorities Health and Safety Policy and Procedures.
- To actively support and implement the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities policy.

Variation

- The YOS is a developing service and the exact functioning of this post may change and develop in line with best practice evidence and the changing needs of the service over the period of the strategic plan.
- The YOS Partner Agency reserve the right to vary the content of this job description after consultation to reflect changes to the job, without altering the general character of the post or level of responsibility.

If you have any further questions regarding this post please contact Jacalyn Richards, Youth Offending Service Manager on 01495 768330

Closing date: 12 Noon on Friday 13th February 2015

MONMOUTHSHIRE COUNTY COUNCIL

PERSON SPECIFICATION

JOB TITLE: Operational Team Manager

AREA/TEAM: Monmouthshire & Torfaen Youth Offending Service

| REQUIREMENTS | WEIGHTING HIGH / MEDIUM / LOW | HOW TESTED |
|--|-------------------------------------|-----------------------|
| 1. EDUCATION/QUALIFICATION KNOWLEDGE | | |
| Formal professional qualification relevant to background agency eg. Social Work, Police, Probation, Education, Health, Youth and Community work. | High | Application |
| Management qualification | Medium | Application |
| Knowledge of Children Act, Children and Young People Act, Criminal Justice Act, Crime and Disorder Act, and other relevant preceding legislation | High | Application |
| Modern management practice, staff recruitment and supervision | High | Application/interview |
| Youth Justice System and Youth Court Practice | High | Application |
| Child Protection procedures | High | Application/interview |
| Health and Safety Regulations | Medium | Application/interview |
| Evidence based practice | High | Interview |
| Equal opportunities, anti-discriminatory practice, principles, the needs of disadvantaged or excluded groups | High | Interview/application |
| 2. EXPERIENCE | | |
| Staff supervision and management | High | Application/Interview |
| Staff/Team Development | High | Application/interview |
| Relevant experience of working with children, young people and their families | High | Application |
| Relevant experience of working within youth offending system | High | Application |
| Experience of inter-agency working | High | Application/interview |
| Policy development | Medium | Application |
| Management of information | High | Application |
| 3. COMMUNICATION SKILLS | | |
| Ability to develop and apply systems of case management, including work allocation, | High | Application/Interview |

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|--|------|-----------------------|
| planning, review and quality control measures | | |
| Ability to lead and manage change | High | Application/interview |
| Ability to manage conflict | High | Interview |
| Effective written and oral communication skills | High | Application/interview |
| Ability to manage in a multi-agency, multi cultural environment | High | Application/interview |
| Use of Information Technology and computer applications | High | Application |
| 4. APTITUDE AND SKILLS | | |
| Commitment to anti-discriminatory practice, anti-oppressive practice, team work | High | Application/interview |
| Team member, as well as self driven exemplar | High | Interview |
| Commitment to the development of a quality service for offenders, their families and their victims | High | Application/interview |
| Commitment to inter-agency working | High | Application/interview |
| 5. EQUAL OPPORTUNITIES | | |
| Able to demonstrate a clear understanding of equal opportunities principles and practice and a flexibility, adaptability | High | Application/interview |
| To have and communicate shared vision | High | Application/interview |
| Commitment to promoting equality and customer care | High | Application/interview |
| 6. SPECIAL CIRCUMSTANCES | | |
| Full current driving licence and access to a car | High | Application |
| Appointment to this post will be subject to an Enhanced Disclosure Check with the Criminal Records Bureau | High | |

Appointment to this post will be subject to an Enhanced Disclosure Check with the Criminal Records Bureau.

Criminal Records Disclosure Checks

The position for which you are applying is exempt under the Rehabilitation of Offenders Act 1974, and therefore we require you to disclose all convictions including those classed as 'spent'. A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned.

Where a Disclosure is a requirement of the post, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the process.

Failure to reveal relevant information could lead to withdrawal of an offer of employment.

At interview, or in a separate meeting, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the post.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Monmouthshire County Council complies with the CRB Code of Practice and undertakes to treat all applicants fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

Please contact the Personnel Department if you require a copy of the CRB Code of Practice. Alternatively you can view the document on the CRB website www.crb.gov.uk

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.