

Job Description



Job Title: Turnaround Practitioner	Service Area: Children's Social Care	
Directorate: CYPS	Post Number: 10025097	Evaluation Number: 6783
Grade: PO3	Date last updated: April 2023	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

Responsible for setting up and maintaining the Turnaround Project as detailed by the Ministry of Justice. In addition to provide supervision and to develop the effective practice skills of staff through expert systemic reflective supervision, coaching and joint working to deliver services to meet the key outcome/objectives of the Youth Justice Plan; and statutory requirements of the Crime and Disorder Act 1998 with the prevention offer for children and young people entering the system. To take the lead responsibility for programme development of specified areas: Prevention offer for those issued with Community Resolutions, where arrested and no further action has been taken and/or where partners refer where there is risk or concern related to criminality.

Job Summary

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- Quality Assurance or assessments and practice and ability to evaluate project outcomes
- Provide quarterly data for grant funder and use data to model practice needs
- Analytical, effective and continuous assessment
- Supporting case workers make professional judgments and recommendations on the basis of assessment and review
- Supporting case workers advocate for young people
- The co-ordination of multi-professional / agency input to assessment and planning in addition to practice delivery.
- The application of theory and theoretical frameworks to all aspects of practice.
- Ensure the communication and presentation of professional analysis, judgments and plans verbally and in writing in a range of settings.
- Allocations
- Partnership working with multi-agency- Social Care, Early Help and Police.

Ensuring, with the assistance of the Operational Manager, that all referrals received are allocated and responded to in a timely and appropriate manner, prioritising cases according to risk and need.

To ensure the delivery of relevant improvement plans and compliance with relevant legislation, standards to deliver a high quality service.

Providing line management supervision to staff, supporting and developing practitioners to deliver sound systemic practice which achieves positive wellbeing and safety outcomes for children whilst managing risk.

Commitment to Diversity:

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts:

To work closely with a range of external agencies including vulnerable service users: Ministry of Justice Turnaround Project Team, Police, Domestic violence services, Probation, Courts, CAMHS, Schools and colleges, Reparation providers and Voluntary and faith sector organisations.

Key Internal Contacts:

The post holder will be expected to build and maintain professional relationships within the team and with other staff in the Youth Justice Service and also:

- Senior Management Team CFL
- Other Education Services
- Housing
- Housing advice - CAYSH
- Community Safety
- Legal services
- Council Members
- Finance
- Performance and Policy
- Other integrated and separate health & social services teams

Financial Dimensions:

Assist Service Manager to meet the requirements of the grant contract and to be responsible for the effective management of financial administration procedures, including responsibility for compliance with financial regulations.

Key Areas for Decision Making: Responsible for the decision making necessary to:

- Prevent and reduce risk of offending by young people for them to achieve good outcomes
- 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 prevent entry into the Criminal Justice System.
- Allocate cases effectively in terms of matching the risk / complexity of cases with the skills, experience and professional development needs of Project Workers
- Promote restorative approaches for victims of youth crime
- Have a key contribution to decisions on development of services and good practice
- Ensure practice is operating in accordance with the thresholds of early help and staged intervention model in addition to the Turnaround Project criteria.
- To chair complex, inter agency planning meetings any other meetings, as required within the service area internal and external.

Other Considerations:

Able to work flexible hours, including occasional evening and weekend work and have the physical capacity to travel to meetings. Participate fully as a member of the Youth Offending Service.

Main purpose and scope of post:

- To establish and maintain quality assurance systems to ensure that professional standards are met in respect of safeguarding and management of risk, with the support of Operational managers
- To work with and alongside Project workers at a "hands-on" level to enable them to work restoratively and continually develop their youth justice practice at a practitioner level.
- To assist quality assurance and allocation of work and ensure it is managed in accordance with relevant statutory and departmental policies and procedures
- Managing and supervising members of the team and delegating appropriate responsibilities to them.
- To contribute to the development and delivery of the Youth Justice Plan and Youth Crime Prevention Strategy in partnership with other agencies.
- To communicate effectively and credibly with a range of partner agencies with regard to policy and practice.
- To chair complex, inter agency planning meetings any other meetings, as required within the Service area.
- Undertaking any other duties as may be appropriate to the level and nature of the post as determined
- To encourage continual development in our lead areas, promoting and delivering training to ensure the embedding of up to date practice
- To introduce, embed and continually develop at team level models of systemic practice consistent with the introduction and development of relevant theoretical frameworks.

Leadership, management and organisational culture this will involve:

- Ensuring staff receive regular, planned and appropriate reflective supervision, professional support and guidance.
- To ensure appraisals are productive and used effectively to promote professional development for staff and identify training and development needs.
- To bring a positive 'can-do' culture within the team and provide clear, professional standards and expectations and ensure these are delivered.
- Work with the Operational Manager to create a learning and reflective service and to role model good professional behaviour.
- To give praise and recognition so that staff feel valued and cared for.

- To inspire staff to give of their best and ensure good morale and functional relationships.
- Work with the Operational Manager to develop and maintain good workplace discipline and conduct, including identifying and managing poor performance.
- To consider staff wellbeing
- To inspire staff to give of their best and ensure good morale and functional relationships.
- With the assistance Operational Manager to develop and maintain good workplace discipline and conduct, including identifying and managing poor performance.
- To assist the Operational Manager, handle all initial staff discipline and grievance matters in consultation with HR and or link manager in partner agency.

General Management Responsibilities. This will involve:

- Deputising for the Operational Manager as required.
- Supporting and facilitating joint working within the youth offending service and with staff in other organisations and agencies.
- To ensure that any unmet need identified through assessment is accurately recorded and brought to the attention of the YOS Management team.
- To build up comprehensive knowledge of latest research into evidence-based practice.
- Promoting good communication systems within the team ensuring that staff have adequate information to do their jobs effectively
- To assist the operational manager with recruitment of staff.

Managing quality assurance and service development:

- To quality assure the work of Project staff in conjunction with the Operational Manager.
- Working with the Operational Manager to deepen YOS workers' understanding of "outcomes" thinking and practice so that it is evidenced in assessments, planning and review and results in real improvements in young people's well-being.
- To ensure and evidence that children, young people, parents and family members are partners in assessment, planning and the delivery of interventions.
- To ensure that partner professionals and agencies are fully engaged and co-ordinated in assessment, planning and the delivery of interventions.
- To contribute to the development of quality assurance and audit framework for the service to review the performance of the Team against the Early Help computer information database.
- To work with the Operational Manager on the development of Effective Practice and Risk Assessment and training within the Team, and contribute to the design and delivery of agreed plans to manage those risks and provide training and support to staff
- Ensuring that Turnaround performance targets are met and those statutory returns are submitted, per quarter.
- To oversee staff practice at regular intervals to ensure that service quality is of the highest possible standard and that appropriate, detailed and up-to-date records are maintained of all work undertaken by the team.
- Keeping professionals updated, continuously developing professional and managerial competence and keeping abreast of relevant developments in practice and legislation.

Other Duties

- To assist with the management of complaints/enquiries from service users in particular dealing with complex and contentious cases, conducting meetings and interviews to ensure that services provided are clear, accountable and responsive to customer/user needs.
- To assist the Operational Manager in investigating and preparing draft replies to inquiries from the public and elected members.
- Undertaking lead responsibilities for key specific areas of work and such other duties as may reasonably be required of the post as determined by the Operational Manager.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none"> • Knowledge of current practice and service development issues concerning young people who offend and their families • Knowledge of the principles and application especially around Crime and Disorder Act 1998, YJB national standards and Children Act legislation. • Knowledge of the causes of crime and effective methods of reducing offending behaviour • Knowledge of "Outcomes" concepts, quality assurance methodology and change/project management techniques. • Knowledge of Restorative Approaches within a Youth Justice context • Understanding of and commitment to implementation of anti-discriminatory practices and equal opportunities policy. • Knowledge of diverse, multi-cultural communities and their needs 	Application and Interview

<p>work</p> <ul style="list-style-type: none"> • Experience of working in a multi-cultural context. 	<p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Building effective relationships with young people, families and other professionals. • Experience of managing change and service development work • Experience of working in a multi-cultural context. • Willingness to work outside `normal` hours will be required. • Physical capacity to attend meetings. • Willingness to work outside `normal` hours will be required. 	<p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>This position requires that post holders undertake an Enhanced DBS disclosure considered satisfactory by the council prior to employment and every 3 years thereafter.</p>	<p>Application Form/Interview Satisfactory clearance at conditional offer stage</p>