

Job Description

Job title	Youth Justice Operational and Performance Manager
Directorate	PEOPLE : Children and Adults
Division	Youth Justice
Range	SW4
Reports to	Service Manager

Main purpose of the job:

To lead and manage a multi-disciplinary Youth Justice Team in Medway, ensuring the delivery of high-quality, child-centred services that reduce offending, safeguard children and young people, support victims, and improve outcomes for children, families and communities.

The post holder will oversee operational practice, performance, staff development, and partnership working while ensuring compliance with relevant legislation, national standards and local procedures.

To work collaboratively and effectively with other Children's Services managers and partner agency colleagues to achieve best outcomes for children, young people and families.

To be responsible for safeguarding and promoting the welfare of children at all times.

To ensure that the Council's statutory functions to child who offend within the youth justice system are fulfilled.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Provide effective operational and strategic leadership to the Youth Justice Service (YJS), ensuring the delivery of high-quality, child-centred and victim-focused services.

Lead, manage, motivate and develop staff through recruitment, induction, supervision, appraisal, performance development, capability management and attendance management in line with corporate policies and procedures.

Ensure Continuous Professional Development (CPD) is embedded across the team through regular supervision, reflective practice, workforce development activities and training opportunities.

Deputise for the Service Manager as required, providing leadership and management oversight across the service.

Recruit, train and support volunteers in accordance with legislative requirements and Youth Justice Board expectations.

Ensure effective management oversight of all cases, with particular focus on high-risk, vulnerable and complex children and young people, maintaining high standards of safeguarding and risk management.

Attend and chair multi-agency risk management, planning and safeguarding meetings involving children, young people, victims and families.

Provide professional challenge, critical reflection and evidence-informed decision-making to support effective interventions and positive outcomes.

Participate in and observe frontline practice where required to support quality assurance, professional development and service improvement.

Ensure the service balances the needs of children, young people, families and victims within the framework of youth justice, safeguarding and criminal justice legislation.

Lead and oversee quality assurance arrangements, including audits of case records, assessments, intervention plans and service documentation to ensure compliance with statutory requirements and practice standards to contribute to Medway's commitment to evidence-based practice and continuous service.

Ensure the service consistently meets local, regional and national performance targets and standards.

Produce and present performance, quality assurance and service improvement reports, including reports to the Youth Justice Partnership Board and other governance forums.

Develop and maintain effective partnerships with statutory, voluntary, community and criminal justice agencies to promote positive outcomes for children, young people and victims.

Represent the Local Authority and Youth Justice Service at strategic partnerships, boards and forums, including safeguarding, criminal justice and youth justice partnerships.

Contribute to the development and implementation of wider corporate, community safety and children's service priorities, strategies and plans.

Maintain strategic oversight of safeguarding, vulnerability and risk of serious harm across the service, ensuring robust risk management arrangements are in place. Ensure compliance with safeguarding procedures, MAPPA requirements and all relevant legislative and regulatory frameworks.

Maintain up-to-date knowledge of legislation, policy, research and emerging national and local developments relevant to youth justice, safeguarding and children's services.

Lead specific areas of service development, implementing improvements that enhance service effectiveness and outcomes.

Promote equality, diversity and inclusion within all aspects of service delivery and workforce management, actively challenging discrimination, bias and anti-discriminatory practice.

Undertake Duty Manager responsibilities during the working week and participate in a rota covering Saturdays and Bank Holidays to provide management support for court.

Undertake any other duties commensurate with the grade, responsibilities and competencies of the post as reasonably required by the service.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Service Manager.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

Qualifications

- Qualified Social Worker with post qualifying training.
 - Registration with Social Work England.
 - Qualified Probation Officer with post qualifying training.
 - Management qualification or evidence of appropriate experience and willingness to undergo training.
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Knowledge

- Uses advanced theoretical, practical and procedural knowledge across a specialist area plus detailed knowledge of the associated organisational policies, practices and procedures or an equivalent level of organisational, procedural and policy knowledge.
 - Substantial knowledge and experience of working with vulnerable children in a statutory setting and a criminal justice setting.
 - Substantial knowledge and experience in the application of relevant legislation, statutory guidance, standards and local policies and procedures.
 - Demonstrable knowledge and experience in the application of relevant theoretical frameworks, practice models and research findings.
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Experience

- Extensive post qualification experience of working with children and families.
 - Proven track record in strategic planning and leadership.
 - Substantial post qualifying experience of managing social work teams.
 - Substantial experience in Youth Justice and court work.
 - Proven experience in delivering professional supervision to social work practitioners.
 - Proven experience of performing management.
 - Proven experience of managing team budgets efficiently and effectively.
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Skills

- Proficient in the use of Microsoft Word, Excel and Outlook
- Full driving valid for use in the UK and access to own transport for work purposes
- Uses analytical and judgement or creative and developmental skills to analyse and interpret very varied and highly complex information or situations and to produce solutions or strategies over the long term.
- Ability to use highly developed communication, advisory, counselling, negotiating or persuasive skills, or advocacy skills.

- Ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues.
- Carries out work which has a major impact on the wellbeing of people, including assessing and deciding on complex needs, implementing care/welfare programmes, making decisions that have a high impact on people, developing policies and procedures have a significant impact on the service.
- Ability to set clear direction for, developing, managing and coaching productive, high performing teams covering more than one area of activity/in more than one workplace.
- Demonstrate ability to build sound, productive working relationships with colleagues, partners and employees.
- Demonstrate ability to write high quality written reports which are suitable for a variety of professional settings.
- Ability to drive forward service improvements and manage change successfully.
- An understanding of Social Work England's professional standards and a commitment to upholding them in your practice.