

MEDWAY COUNCIL - JOB PROFILE

JOB TITLE	Youth Justice Operational and Performance Manager
DIRECTORATE	Children and Adults
SERVICE	Youth Offending
RESPONSIBLE TO	Director of People – Children and Adults
GRADE	SW4
JOB FAMILY	PSW0387
Agreed date:	July 2025
Review date:	June 2027

MAIN PURPOSE OF JOB

To be responsible for the strategic development, management and operational delivery of youth justice services across Medway.

To act as principle strategic advisor on Youth Offending Services to the Chief Executive, Director of Children's Services, Elected Members, and the Medway Youth Justice Partnership Board.

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 ensure a robust annual Youth Justice Plan and its effective delivery in line with Youth Justice Board guidance, with reporting via the local Youth Justice Partnership Board.

Provide strong management, vision, leadership and direction to a multi-agency service, comprising of staff drawn from a range of professional backgrounds to focus on preventing offending and preventing re-offending.

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

To be responsible for work with prolific offenders and oversight of staff who conduct detailed and important risk assessments to the community. Youth crime attracts much public attention and as such this post will manage services with high risks.

To ensure that the Council's statutory functions to young offenders within the youth justice system are fulfilled.

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ACCOUNTABILITIES

Responsible for the formulation of the annual Youth Justice Plan and the implementation of strategies to meet government and local targets in relation to youth offending, reduction of youth crime and community safety. To present these plans and strategies to key strategic forums, eg Health and Wellbeing Board, Safer Communities Executive, Youth Justice Board, Overview and Scrutiny panels etc

Lead and oversee the preparation of new and revised policy documentation, as necessary, including inter-agency protocols, Service level Agreements and supporting staff guidance/procedures. This to include the co-ordination of a number of functions, setting and agreeing departmental policy, objectives and direction.

Lead on Planning, co-ordination and management of groups of employees who carry out diverse work across a range of major functions.

Represent the Local Authority within a range of senior strategic forums, including the Medway Safeguarding Partnership Board, Kent Criminal Justice Board, Medway Youth Justice Partnership Board, etc.

Contribute to the achievement of the wider objectives as set out in the Corporate Plan, Community Safety Partnership Plan, the Children and Young People's Plan and others.

Contribute to the provision and development of targeted preventative strategies to help young people at risk of offending or engaging in anti-social acts.

Develop, maintain and build upon effective collaborative relationships with all key statutory partners, stakeholders and sponsoring agencies.

Ensure effective management oversight of high risk cases is in place with regard to risk of serious harm and vulnerability.

Implement strategic overview of risk, ensuring local safeguarding procedures are adhered to, and that MAPPA arrangements are in place and utilised appropriately.

Establish robust systems and procedures for monitoring, evaluating and reviewing the work and performance of the Youth Offending Team, ensuring that resources are deployed according to assessed need.

Ensure that Quality Assurance processes are embedded, regularly reviewed and deliver performance improvement.

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Produce Quarterly reports for the Youth Justice Partnership Board.

Maintain an up-to-date knowledge of national and local research, policy and legislation, to inform effective policy, practice and service delivery.

Establish and maintain effective information, communication, participation and consultation with service users, carers, staff and external statutory, voluntary and community agencies.

Lead, manage and motivate staff, ensuring high quality professional supervision and performance development plans are completed which enhance individuals personal and professional development needs and contribute towards staff retention.

Manage and oversee the performance of the team effectively using available performance data to ensure compliance with practice standards and procedures. This will include contributing to management meetings on performance.

Manage team budgets efficiently and effectively in order to ensure expenditure does not exceed the agreed budget limits.

Support the safer recruitment and selection of new staff, both within the team and across Children's Social Care in order to ensure staffing levels are maintained.

Incorporate the directorate policies relating to equal opportunities and anti-discriminatory practice into everyday working practice and to challenge discrimination and prejudice wherever this occurs.

Complete audits (and quality assurance against the performance indicators) to ensure Medway is a learning organisation that continues to deliver evidence-based practice delivering the right support, to the right family at the right time ensuring the service is good to outstanding in their practice.

Keep up to date with the Council's organisational policies, government guidance, legislation, research and national trends in order to maintain the highest professional standards.

Chair meetings, lead working parties, take responsibility for key areas of service development, and represent the service as required.

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KEY CORPORATE ACCOUNTABILITIES

To actively promote work life balance and flexible working in order to achieve high quality service delivery.

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 etc 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 Section 17 of the duty of Crime and Disorder Act 1998 to prevent crime and disorder.

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

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'.

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PERSON SPECIFICATION

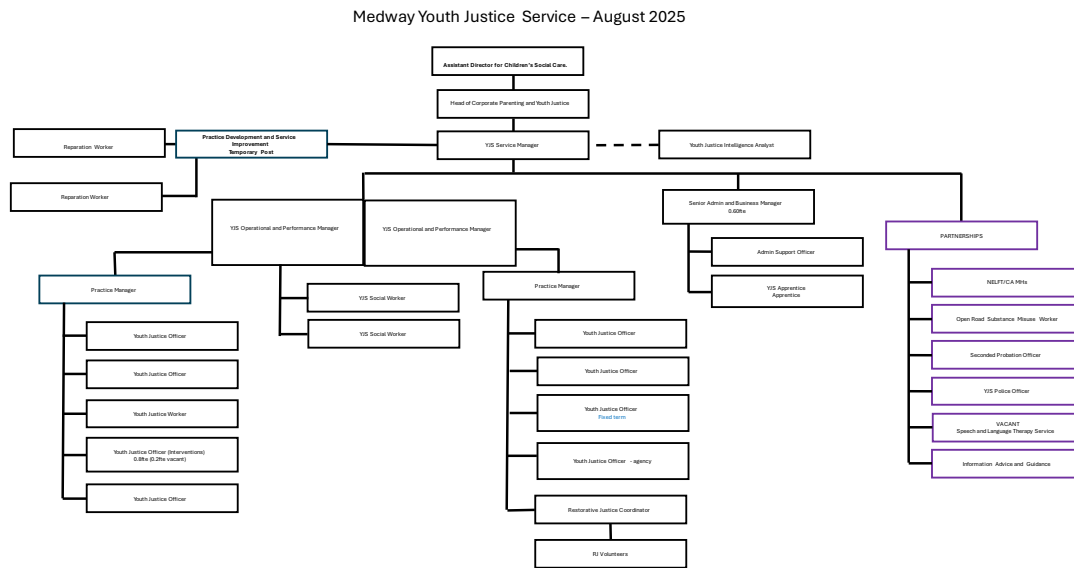
QUALIFICATIONS	Assessment Method
Qualified Social Worker with post qualifying training.	Application
Registration with Social Work England.	Application
Qualified Probation Officer with post qualifying training.	Application
Management qualification or evidence of appropriate experience and willingness to undergo training.	Application
EXPERIENCE	
Extensive post qualification experience of working with children and families.	Application
Proven track record in strategic planning and leadership.	Interview
Substantial post qualifying experience of managing social work teams.	Application
Substantial experience in Youth Justice and court work.	Application / Interview
Proven experience in delivering professional supervision to social work practitioners.	Application / Interview
Proven experience of performance management.	Interview
Proven experience of managing team budgets efficiently and effectively.	Application / Interview
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.	Interview
Substantial knowledge and experience of working with vulnerable children in a statutory setting and a criminal justice setting.	Interview
Substantial knowledge and experience in the application of relevant legislation, statutory guidance, standards and local policies and procedures.	Interview
Demonstrable knowledge and experience in the application of relevant theoretical frameworks, practice models and research findings.	Interview
SKILLS	
Uses analytical and judgement or creative and developmental skills to analyse and interpret very varied and highly complex information	Interview

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.	Interview
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.	Interview
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 which have a significant impact on the service.	Interview
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 work place.	Interview
Demonstrable ability to build sound, productive working relationships with colleagues, partners and employees.	Interview
Demonstrable ability to write high quality written reports which are suitable for a variety of professional settings.	Interview
Ability to drive forward service improvements and manage change successfully.	Interview
OTHER REQUIREMENTS	
Car driver and daily use of a car for business purposes.	Application
An understanding of Social Work England's professional standards and a commitment to upholding them in your practice.	Application
Enhanced DBS check	

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ORGANISATION

(i) ORGANISATION CHART



(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will be line managed by the Youth Justice Service Manager

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will manage his/her own time effectively working directly with a broad range of partner agencies and other departments in Children's Services using his/her own initiative to ensure procedures are followed and targets are met.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will have direct line management responsibility

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will be required to liaise with all stakeholders both internal and external to the organisation, including working with Police, Children's Social Care, Youth Service, Education services, Health, Schools and other professionals both within and outside of the team, young people and their families.

FINANCIAL ACCOUNTABILITIES

The post holder may be responsible for the successful management of a delegated budget, including setting, monitoring and delivering services in line with the agreed budget.

WORKING ENVIRONMENT

The post holder will be based in one of Medway Council's establishments.

WORKSTYLE

The workstyle for this role has been assessed as 'Hybrid'. This means the post holder will have a flexible workstyle and be able to work from a variety of locations. There is an expectation that the post holder will be office based for a minimum of 2 days each week.

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