# Job description

**Job Title:** Case Manager

**Location:** Observatory House, Slough

**Responsible To:** Assistant Team Manager

**Accountable To:** Head of Service

**Responsible For:** Assessing, supervising, supporting, and working to reduce the offending of young people subject to custodial and statutory orders. The successful candidate will also work closely with probation services to ensure a smooth transition where appropriate, to adult services.

**Band:** Level 7

**Salary:** £39,262 - £44,460 (including local weighting)

If you’re looking for a challenging yet rewarding role, one where you’ll be supported every step of the way, Slough Children First could be the place for you.

We want all of our children to be Happy, Safe & Loved, Thriving.

We are proudly one of the most ethnically diverse local authorities in England with 64% of the population coming from Global majority backgrounds in 2021. A further 12% of the population were from a white non-British background. We also have one of the youngest populations in the UK where nearly 28% of the population is aged under 18, compared to 21% nationally.

In the past year, we have made significant progress for our looked after children and have had a range strategies approved by cabinet, including: The Participation Strategy – a strategy written in partnership with key stakeholders to improve Slough’s approach to Participation and making sure that all voices can be heard; The Children’s Sufficiency (Placements) Strategy and The Early Help Strategy - a strategy with input from several of our stakeholders which sets out Slough’s vision for early help services.

We are one of the most accessible places to be, nestled on the corner of the M25, M4 and M40, and less than 20 minutes by train to Central London.

To apply for this role, please visit: [Vacancies | Slough Children First](https://sloughchildrenfirst.talosats-careers.com/vacancies?what=&where=&iso=gb&radius=30#vacancies-section-filters)

# Purpose

As a Case Manager you will assess, supervise, support and work to reduce the offending of young people subject to custodial and statutory orders. You will also work closely with probation services to ensure a smooth transition, where appropriate, to adult services.

# Main Accountabilities

* To undertake a range of assessment including AssetPlus assessments and health and safety risk assessments.
* Supervise young people subject to statutory court intervention and deliver the intervention required to assist a young person in reducing his/her offending behaviours, (balancing their welfare needs with those of the protection of the public).
* Manage the cases of any young person serving custodial sentences and ensure appropriate through care and resettlement.
* To case manage statutory community sentences, etc, contributing to the development of new programmes and projects using evidence-based practice.
* To provide high quality written and verbal report to the Youth and Crown courts and act as Court Officer.
* Act as a team link with both statutory and voluntary agencies in order to devise innovative and creative strategies to prevent or reduce offending behaviour.
* To undertake group and one-to-one work with young people and parents/carers, planning, delivering, monitoring, and evaluating programmes, processes and interventions to reduce offending.
* Keep accurate, clear records using relevant software systems, contributing to agreed performance indicators and producing relevant data as required by the management information system of the Youth Justice Service (YJS) in line with the YJS policies.
* Contribute to the team’s duty systems as appropriate, such as Office Duty/PACE.
* Contribute to the development of a team culture and practice that is anti-discriminatory and delivers appropriate service to the diverse communities of Slough.
* To develop links with other partner agencies, including the Probation Service, particularly in respect of prolific offenders and young people acting in an anti-social manner providing support, guidance, and opportunities for young people both within the YJS and in the local community.
* To involve young people in the planning and evaluation of opportunities made available to them.
* To work flexible and some unsociable hours according to the team’s requirements in order to provide the most effective staff cover.
* To undertake any other duties as required commensurate with the post.

# Person specification

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| **Education, Training & Experience** | **Essential / Desirable** |
| At least two years’ experience of working with young people open to the YJS and their families  Experience of organising own workload, prioritising and ensuring work is delivered on time  Experience of monitoring and evaluation processes  Experience of assessing and case managing young people who are at risk  Experience of working with young people who are at risk to the public and themselves or at risk of harm  Professional qualification relevant to Social Care/Youth Justice/Health/Education/Police/Probation and a record of continuous professional development  Full driving license with access to car on daily basis | E  E  E  E  E  E  E |

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| **General & Specific Knowledge** | **Essential / Desirable** |
| Working and detailed knowledge of the causes of crime and effective practice in intervening to reduce offending and anti-social behavior by young people  Working and detailed knowledge of safeguarding children issues, Every Child Matters, Children Act 2004, and the Pan Berkshire Child Protection procedures  Working and detailed knowledge of the youth justice system, Crime and Disorder Act 1998, Youth Justice Board National Standards and the Criminal Justice Act 2003  Working and detailed knowledge of the assessment and management of risk in terms of dangerousness, reoffending and vulnerability  Knowledge of Children and Families Act 2014 (transitional and Saving Provisions) (Amendment) Order 2015  Commitment and ability to work in a multi-agency team  Ability to keep accurate, clear and concise records, including ability to analyse information using software systems both electronics and manual  To develop and implement appropriate innovative and creative initiatives/tools to use with young people and their families  To work with staff and managers at all levels and across disciplines, and particularly partner agencies, to conduct assessment and design intervention place to address offending behavior  Demonstrates excellent oral, written, communication influencing, negotiating and advocacy skills  Ability to work with young people who misuse substances, are prolific offenders and display anti-social behavior    The ability to work outside office hours | E  E  E  E  E  E  E  E  E  E  E  E |

# Our Values

## Child-focused

Committed to outcomes for children and their families which ensure they are safe, secure and successful; putting the voice of the child at the heart of everything we do and delivering customer driven services, in collaboration with our colleagues and partners; working to improve lives and ensure effective safeguarding; offering the right support needed; working efficiently, so resources can be maximised for our children, young people and families; ensuring clear and appropriate communication.

## Honest and respectful

Being honest and respectful, as part of an inclusive culture where our communication is always professional; where everyone counts and knowledge of families and individuals, including cultural identity, along with their feedback and opinions are respected and recognised; a working environment where disrespectful and unprofessional behaviour is challenged; transparency and accountability in all decision-making.

## Improving constantly

Aspiring to achieve our vision through our everyday work, strong leadership and management; working to develop as an organisation and as individuals; a learning culture which reviews best practice, learns from mistakes and ensures customers have suitable opportunities to feed back and uses all available insight to measure progress and implement change; working flexibly to deliver the best value-for-money services.

## Looking ahead

Moving in the same direction with an ambition to provide excellent services, based on insight and smart working, while keeping the voice of the child at the heart of the organisation; benchmarking, horizon-scanning and anticipating challenges; working to identify opportunities to be cost-effective and future proof our organisation; identifying challenges and working towards solutions.

## Delivering together

Working as one organisation through solid teamwork to deliver the best services for children and young people; taking ownership and responsibility to ensure individuals, teams and the wider organisation delivers on aims; building strong relationships with all our customers to secure the best outcomes to make our children safe, secure and successful; connecting with other teams and partners to enhance services and improve efficiency.

# What our existing team love about Slough Children First

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“This is an exciting place to work. We continue to learn and grow and our accessible senior management team massively helps this process.”

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“It feels like ‘home’ - support, supervision, access to training and career progression are second to none.”

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“I continue to be excited about our improvement plans and working for an organisation where good outcomes for children are our focus.”

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“The innovative changes taking place in Slough are redefining and redesigning the services offered to children and young people.”

# Why we think you’ll love working for us

Slough Children First is an exciting place to be. We’re on a journey to improve services to vulnerable children and their families in Slough and we’re making great progress. We want to be the best and we’re looking for people with the skills, drive, energy and ambition to help us get there!

Here are some of the reasons our existing staff love working here:

* Market supplement of up to £5,600 for frontline social workers, depending on role
* Retention reward of £1,000 after 18 months for frontline social workers
* Relocation packages
* Manageable caseloads
* Clear career pathways
* Excellent training and development opportunities
* Access to the Blue Light card offering discounts at hundreds of high street and online stores
* New social work operating model
* Use of electric pool cars and bikes
* Staff recognition
* Flexible working
* Agile working supported by technology
* Friendly working environment and great colleagues
* Less than 20 minutes by train to Central London
* Terrific central location (close to M4, M40 and M25)

On top of all that, Slough is one of the most diverse places in the country outside of London and a great place to live or work. In fact it’s the best place to live or work according to a survey by Glassdoor. Pleasant environments, above average salaries and a lower cost of living, mean an increased quality of life for employees.

If you’re looking for a new challenge and want to be part of an exciting journey to turn children’s services around in Slough then come and join us.

# Safeguarding

Slough Children First works within the statutory guidance, Working Together to Safeguard Children 2018, and all our policies and procedures can be viewed at:

https://www.proceduresonline.com/berks/slough/index.html

Sometimes we may need to share information and work in partnership with other agencies, when there are concerns about a child’s welfare. We will ensure that our concerns are discussed with parents/carers first, unless we have reason to believe that such a move would be contrary to the child’s welfare.

The GDPR and Data Protection Act 2018 place greater significance on organisations being transparent and accountable in relation to their use of data. All organisations handling personal data need to have comprehensive and proportionate arrangements for collecting, storing, and sharing information.

The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe.

We actively support the Government’s Prevent Agenda to counter radicalism and extremism.

Our Designated Safeguarding Lead is Victor Mangwende, Head of Quality Assurance and Safeguarding.