



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Turnaround Justice Officer
GRADE:	SO2
DBS Disclosure	Enhanced
GROUP:	Children and Young People's Service
SERVICE:	Youth Justice

REPORTING STRUCTURE

Reports to:	Senior Practitioner /Advanced Practitioner
Direct Reports:	none
Indirect Reports:	none

ROLE PURPOSE:

The Turnaround Justice Officer will deliver and coordinate personalised, evidence based intensive intervention with children subject as identified from the Turnaround project criteria. The aim is to support children to achieve sustainable change, promoting diversion from the criminal justice system and reduce reliance on statutory services.

The Turnaround Justice Officer will manage a caseload that will work with:

- Children with a first-time youth caution; subject to No Further Action decisions following arrest; subject to a Community Resolution; released under investigation or subject to pre-charge bail; and those fined or discharged and/or acquitted at court. In line with local practices, you will manage the referrals process in your area and the screening process for referrals. This will include managing data for the evaluation and the selection of those to be offered interventions.

A. Job Description

1. People Management

- No direct supervisory responsibility however may be requirement to participate in induction and training of peers and new employees.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To work in partnership with professionals to identify and address needs and reduce the risk of poor outcomes for children, young people and their families.
- To work closely and creatively with providers, organisations and partner agencies to deliver an effective service for children that promotes diversion from the criminal justice system.

3. Operational Service Delivery

- To assess and evaluate referrals and, in conjunction with the YJS inform the allocation process.
- To assess and manage any risk presented by the child in order to meet with children in the community and within their homes to undertake an Early Help Assessment for all children engaged with the Turnaround programme and prioritise support based on the assessed requirements of each child.
- To develop, implement and review bespoke, evidence-based intervention plans, based on assessed needs, which address areas of concern.
- To promote problem solving skills/strategies with the child, using imaginative and innovative solutions
- To work to set deadlines, escalating any potential delays to the Senior Practitioner.
- To work intensively with children in their own homes and community settings, delivering interventions directly to the child, or brokering and coordinating services, as part of the plan, from partner agencies, voluntary or community groups.
- To be persistent in the engagement of children who may be resistant to voluntary engagement and intervention by using assertive, creative and practical engagement strategies.

- To work and maintain effective communications with the professional network and partner agencies to support children in accessing and engaging with universal and targeted services as required.
- To maintain timely, concise and proficient electronic case records and written plans that evidence the work undertaken and the progress achieved.
- To ensure that monitoring and statistical information regarding the work is up to date and available.
- To complete timely quarterly data returns to the MOJ
- To work within established Council and departmental policies and procedures and relevant up to date legislation relating to children and young people.
- To work with colleagues to apply the YJB Child First principles.

4. Service Planning & Development

- To contribute to the development and implementation of the Team Plan and understand how the key worker role supports the delivery of the plan.
- To participate in supervision arrangements to ensure that objectives are being met as identified through the appraisal process and personal development plan

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own ways of working.
- To ensure set financial deadlines are met.
- To manage the allocation and expenditure of a small interventions budget to support the delivery of targeted interventions to children engaged in the Turnaround programme.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- To keep up to date on research, policy and practice developments through personal study and attendance at seminars or training.

7. Contacts

- Front line professional staff across social care, health, housing and education.
- External agencies and partners including schools, health services, Police, Probation and the voluntary and independent service providers.

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Development of timely outcome-focused intervention plans with SMART targets.
- Demonstration of regular reviews with the child.
- Delivery of targets and planned outcomes.
- Quality record keeping.
- Delivery of agreed PADA objectives.

B. Person Specification

Turnaround Justice Officer

This person specification will be used for recruitment to the **Turnaround Justice Worker** vacancy in LBH. It will form the basis of the application form, and candidates will also be assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
5 GCSEs including English or NVQ level 3 in an appropriate field.	✓	
A recognised qualification in a related profession e.g. Social Work, education, youth work, child and family development or the commitment to undertake and complete training within 2 years)		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Able to work flexibly including early mornings and evenings to meet the needs of the service.	✓	
Full UK driving licence and use of own vehicle	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of paid work directly with children/ young people challenging behaviour to achieve satisfactory outcomes	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
To have a clear understanding of safeguarding and protecting families from risk and harm	✓	
Able to work independently to assess and make appropriate evidence-based recommendations about children and families in casework	✓	
Knowledge and understanding of the problems and difficulties faced by families and the ability to help them find constructive solutions.	✓	
A broad knowledge and understanding of Social Care, Education and Health services and how they can support families	✓	
Able to form and maintain appropriate professional relationships and boundaries with parents and their children to ensure effective engagement in agreed family interventions	✓	
Able to be persistent, creative and tenacious in engaging with parents and families who are resistant to change	✓	
A good understanding of how to work effectively with other professionals and service providers in a multi-agency environment	✓	
Ability to use standard Microsoft office packages and databases to keep clear, written and electronic records and provide monitoring information as required	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well-considered decisions.	✓	
Team working Acts as a role model to others in the team and wider multi agency arena, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well-developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care To establish and maintain effective relationships with statutory and voluntary agencies to ensure a high standard of service and support to families	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

Additional requirements for SO1

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
A recognised qualification in a related profession e.g. Social Work, education, youth work, child and family development	✓	
2. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in a key-worker role for a minimum of one year	✓	
3. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable ability to deliver successful interventions for families with complex needs that deliver outcomes	✓	