



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Engage Outreach Worker
<b>GRADE:</b>	SO1 (TBC)
<b>POST NO:</b>	(TBC)
<b>JOB TIER:</b>	5
<b>DBS CHECK:</b>	Enhanced
<b>GROUP:</b>	Social Care
<b>SERVICE:</b>	Youth Justice Service

### REPORTING STRUCTURE

<b>Reports to:</b>	ENGAGE Team Leader, Youth Justice Service
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

Engage is a partnership project, formerly led by the Metropolitan Police with a focus on deployment of outreach youth support for young people in custody following their arrest. The Engage West Area consists of a tri-borough Local authorities Hillingdon, Ealing, and Hounslow.

The key aim is to provide early intervention and support to young people to divert them from further involvement in offending at the 'reachable and teachable moments.'

Our service has a business need for 1 full time Team Leader, and 2 Full time Engage

Outreach Workers. Due to the initial mobilisation of the Engage project across the West area has resulted in the need to recruit the relevant staff to these posts. These posts will be funded for two years by MOPAC.

The Engage Outreach workers role is to be a part of the multi-disciplinary team in the custody suites (Polar Park, Acton, Hounslow, and Southall), engaging with young people aged 11-17, as a diversionary measure who come into Polar Park, Acton, Hounslow, and Southall custody suites.

The role of the Engage Outreach Worker would need to work collaboratively with established partner agencies across the tri-borough, to promote multi-agency partnership across the West Area.

The expectation of Engage Worker Working hours would range from 9am to 10pm and would have flexibility of hours to meet the needs and demands of the service.

The role will initiate, develop, and deliver high quality targeted youth work engagement that provides personal and social development opportunities for identified young people e.g., young people who are NEET, displaying poor behaviour and exclusions from school. This will also include working with and supporting a caseload of young people to achieve positive outcomes, monitoring outputs, and collating data on trends to inform future service delivery based upon areas of need.

## A. Job Description

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### 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of 'putting our residents first'.
- To work in partnership with families to identify and address needs and reduce the risks of offending and/or exploitation.
- To work closely and creatively with the local community and partner agencies (across tri-borough =) to deliver effective services for children, young people, and their families in line with the stated purpose of the YJS worker role.

### 2. People Management

- No direct supervisory responsibility however may be requirement to assist in

induction and training of peers and new employees.

### **3. Operational Service Delivery**

- To be responsible to make the initial positive engagement with young people in the Polar Park, Acton, Hounslow, and Southall custody suites.
- To screen and identify young people/s additional needs/risks, using the screening tools provided to develop understanding of young people's needs.
- To provide targeted support to young people and deliver evidence-based interventions as part of the Early Help approach.
- To provide information, advice, and guidance, make referrals and signpost young people to Early Help services where appropriate in line with the project's expectations and agreed referral pathways.
- Conduct post release meetings in the community with young people and their families/carers where relevant to follow up on the support and any identified needs and concerns.
- Work in collaboration with young people and their families/carers to identify sources of support/positive engagement in the community.
- To ensure support plans for young people are clear, time-bounded and outcome focussed and well managed.
- Ensure that the voice and views of the young person, are sought, heard, and represented appropriately and evidenced throughout the intervention.
- To attend and work in the custody suite as a representative of Engage ensuring all relevant referrals are dealt with.
- To work effectively with a wide range of partner agencies (such as schools, PRUs, local training providers, further education establishments, local community and voluntary organisations, commissioned services) and services from Children and Families division to develop effective Early help youth support for young people at risk of all forms of exploitation, crime and youth violence.
- To be solution focused and work effectively with the Custody personnel and the Engage multi- disciplinary team to deliver the objectives of the project.
- To undertake evaluation of the work undertaken with children, young people, and others in line with Operation Engages expectations and or as directed by the Early Help management.

- To adhere to the London Borough of Hillingdon Policies and S115 CDA 1998, Working Together Guidance and Data Protection Legislation.
- To maintain accurate and effective records of the case work in line with the Engage requirements and Hillingdon Children Services recording practice.
- Ensure that all safeguarding concerns are timely raised and reports in line with local safeguarding policy and procedures.
- To undertake rota work including shift working from 8am until 10pm in accordance with service requirements.
- Attend training, supervision, team and service meetings and other development opportunities as and when required.
- The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery. This may include working in any other service areas and / or varying hours of work, as may be reasonably required of you.

#### **4. Service Planning & Development**

- To contribute to the development and implementation of the Team Plan and understand how the Engage Outreach worker role supports the delivery of the plan.

#### **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

#### **6. Service Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

#### **7. Contacts**

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

#### **8. Additional Responsibilities**

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

## 9. Key Performance Indicators

- Young people are more open to having honest conversations with the youth workers who listened to their personal experiences and then provided support and guidance.
- An increase in take up of diversionary activities and whole family work.
- Reduction in offending
- Reduction in first-time entrants (YJS KPI)
- Reduction in the number of young people returning to the Engage Programme who have previously received engage support
- All young people that are not in employment, education or training will have EET plan to re-engage them in the education, employment, or training
- Improved engagement with young people's services. School attendance would be more appropriate
- Improvement of 80% in relationships with family and communities
- Reduction in the number of children requiring statutory intervention from children social care
- Improved multi - agency intervention as a result of reflective and analytical supervision

## B. Person Specification

### Engage Outreach Worker (AXIS)

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

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
	✓	✓

GCSEs at grade C or above in English and Maths or NVQ level 3 in an appropriate field, or other professional qualification	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Full Driving Licence and use of own vehicle		✓
Able to work flexibly including evenings and weekends and occasional bank holidays	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Experience of working with young people whose behaviour places them at risk.	✓	
Demonstrable skills in forming positive, productive, and professional relationships with children and young people and an understanding of the issues that affect children and young people.	✓	
A minimum of 2 years' experience working with children and young people aged 11-19 particularly young people who are vulnerable.	✓	
Demonstrable experience of assessing young people and managing a case load of young people with complex needs and often challenging behaviour and working in partnership to deliver high quality interventions that challenge and change behaviour, support young people into a positive lifestyle, prevent negative outcomes and achieve high quality outcomes.	✓	
Experience of working within a multi-disciplinary environment		✓
An understanding of how children learn and the ability to be creative and innovative in working with children and young people.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
A broad knowledge and understanding of social care, Education, and health services and how they can support families.	✓	
Knowledge of the youth justice system		✓
A clear understanding of the risk factors associated with young people vulnerable to becoming involved with offending, serious youth violence and/or exploited by others.	✓	
Able to assess need and construct, review and monitor effective intervention programmes for young people and their families with the aim of reducing offending behaviour and risk of harm.	✓	
Able to be persistent, creative and tenacious in engaging with children, young people and families who present challenging behaviour and who are often resistant to change	✓	
Proficient in the use of computerised record keeping systems databases and spreadsheets Word and other IT systems.	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>

<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> 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.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills, and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> To establish and maintain effective relationships with statutory and voluntary agencies to ensure a high standard of service and support to families	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

### Additional requirements for SO1

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
A recognised qualification in a related profession e.g., Social Work, education, youth work, child and family development or equivalent experience	✓	
<b>2. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Experience of undertaking complex casework in a youth justice setting	✓	
<b>3. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Demonstrable ability to deliver successful interventions for families with complex needs that deliver outcomes	✓	