



Job Profile

JOB TITLE:	Restorative Justice Coordinator
GRADE:	POA
POST NO:	Post Specific
JOB TIER:	4
DBS CHECK:	Enhanced
DIRECTORATE:	Children and Young Peoples Service
DEPARTMENT:	Youth Justice Service

REPORTING STRUCTURE

Reports to:	Operational Manager - Youth Justice Service
Direct Reports:	up to 15 panel volunteers Up to 2 practitioner staff
Indirect Reports:	none

ROLE PURPOSE:

Management of the Referral Order panel process and the recruitment, training and supervision of community panel members. To embed Restorative Justice principles and activities within local youth justice practice ensuring agreed team plans and performance targets are delivered and that a culture of putting our victims, children and residents' first and continuous service improvement is maintained.

A. Job Description

1. People Management

- To be responsible for the selection, development and performance of a team of volunteer community panel members recruited from the local community.
- To operate performance management systems, including appraisals, for supervisees addressing performance issues where necessary.
- To ensure there is clear accountability for individual cases by supervisees.
- To ensure all supervisees and community panel members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.

2. Customer Management

- To work closely and creatively with the local community and partner agencies to deliver effective restorative justice interventions to victims of youth crime.
- To design and deliver interventions to young people using co-production methodologies to reduce the risk of re-offending and causing serious harm to the public and to the young people.

3. Operational Service Delivery

- To ensure consistent policy, practice and procedures in the operation of Referral Order Panels in accordance with relevant legislation and case management guidance.
- To organise and attend Referral Order Panels and provide advice and guidance to community panel members as that YJS representative.
- To ensure that contracts agreed at panel meetings are effective and innovative, drawing on community as well as YJS resources via discussion with children who offend their families and where appropriate victims at panel meetings.
- To develop, co-create and implement a range of restorative justice interventions for victims of youth crime.
- To develop methodologies of engaging with victims of youth crime which promote their engagement with restorative justice activity.

- To ensure all restorative justice activity is carried out as per Restorative Justice Council best practice guidance, Youth Justice Board guidance and the Victim Code.
- To ensure appropriate risk assessments are undertaken in relation to the activities organised for panel members, victims, children and their families ensuring appropriate standards of care and control are maintained.
- To ensure data collection and recording into the relevant management information systems in order to capture all necessary inputs, outputs and outcomes for victims, children and their families and carers.
- To work collaboratively with Youth Justice Officers and other stakeholders to embed a data-informed approach to restorative practice, using monthly operational and annual demographic data to analyse trends, identify performance gaps, and enhance outcomes for victims and children.
- To ensure client record systems, both manual and IT based, are of a high standard.
- To attend and participate in network meetings and staff meetings as appropriate.
- To identify new community-based services in both the voluntary and private sector which may respond to the assessed need of, and/or feedback from, children, for reparation opportunities

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure the development and delivery of high-quality victim-focused interventions in line with the Inspection of Youth Justice Work with Children and Victims (IYJWCV).
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Support the development of the Unpaid Work Service within the YJS by promoting a restorative theme throughout the programme.
- Ensure appropriate monitoring and evaluation of the referral order and restorative justice services, including arrangements for information sharing in accordance with Youth Justice Board Guidance.
- Produce progress reports on the activities and effectiveness of the service and present these at the Steering Group and other relevant forums.
- Keep abreast of changes in legislation, statutory guidance and the implications for practice.

- Ensure work with victims are high quality, individualised and responsive and ensure organisational arrangements and activities drive a high-quality, individualised and responsive service for victims
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4.1. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

4.2. Continuous Improvement

- Implement continuous monitoring of supervisees and individual performance and productivity.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

4.3. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies.
- To develop, maintain and enhance good professional relations with other sections of the department and other council departments to optimise the efficiency and effectiveness of the service.
- To develop and maintain good relationships with partner agencies, community groups and voluntary sector organisation with a view to accessing and utilising local resources as part of the programme planning for children who offend.
- Devise a strategy to publicise the work of the panel and the positive outcomes for victims thereby improving public awareness and confidence in the Referral system.

5. Additional Responsibilities

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

6. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans
- Delivery against any agreed Service Levels.
- Successful delivery of the unpaid work and reparation programmes.
- Increased victim participation in restorative justice processes (directly or indirectly).
- Percentage of Referral Order Panels held on time and quality of contracts agreed.
- Level of direct and indirect victim participation in restorative processes.
- Percentage of children successfully completing restorative interventions.

- Recruitment, retention, and satisfaction rates of panel volunteers.
- Timeliness and accuracy of restorative justice activity recording and use of data to inform practice.
- Implementation of feedback-driven changes aligned with Restorative Justice strategy and Youth Justice Board standards.
- Number and quality of co-produced interventions with Youth Justice Officers and stakeholders.
- Completion rates and impact of restorative justice training for staff and volunteers.
- Delivery within allocated budget and achievement of Medium Term Financial Forecast (MTFF) savings.
- Evidence of high-quality, individualised victim work aligned with Inspection of Youth Justice Work with Children and Victims (IYJWCV) criteria.
- Delivery against agreed PADA objectives

B. Person Specification

Restorative Justice Coordinator

This person specification will be used for recruitment to this post. 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 ✓
Either: Restorative Justice Conference Facilitator accreditation or Professional certificate in Effective Practice (Youth Justice qualification) or Degree in Youth justice or a professional qualification in Social Work	✓	
Restorative Justice - Train the Trainer certificate		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Able to work flexibly across the service including evenings and weekends where required.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Three years' practice experience in a Youth justice or Services for Victims setting.	✓	
Experience of supervising and developing staff	✓	
Experience of service/programme development		✓
Experience of systematic evaluation of programmes to assess their effectiveness.		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of relevant legislation, guidance, government policy and research in relation to restorative justice	✓	
Knowledge of the referral order system and best practice		✓
Ability to devise, deliver, monitor and evaluate effective restorative justice services within a Youth Justice Service setting	✓	
Ability to mobilise resources for interventions through partnership working	✓	
Knowledge of the key personnel and professional issues pertaining to the management of staff in particular volunteers	✓	
An ability to prioritise the workload of a team of sessional staff to ensure the most effective deployment of resources.	✓	
Ability to develop and deliver bespoke training programmes for sessional staff and volunteers.	✓	

Demonstrable sound ICT skills including word, excel and powerpoint, and ability to use case management systems.	✓	
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, 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 Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	