

Role Title	YFRS YJS Operational Manager
Job Family	Families Directorate
Competency Level	Principal Officer/Manager
Pay Scale	PO8
Job Purpose	
<p>Youth & Family Resilience Service (YFRS)</p> <p>YFRS will respond to the significant risk factors in the lives of children and young people from early indicators such as poor attendance and disruptive behaviour at school through to offending behaviours and serious violence. YFRS will work across our offers for young people who are at the edge of care, those at risk of involvement with gangs and serious youth violence and those who have been involved in the criminal justice system. The YFRS will provide an evidence-led, urgent and rapid response, including out of hours provision to respond immediately to emerging concerns.</p> <p>YFRS Statutory YOS Team Manager</p> <p>The post will lead and provide operational management of Waltham Forest's framework for all non-statutory and statutory Court outcomes.</p> <p>The role also has the following aims:</p> <ul style="list-style-type: none"> • To lead operations for the YFRS – in partnership with other managers and statutory partners – for all statutory Court disposals (including, Referral Orders, Youth Rehabilitation Orders and Custody) and Out Of Court Disposal including Youth Conditional Cautions. • To lead on continuous development improvement and performance management for all statutory and non-statutory work including assessments and delivery in line with national standards. • To ensure that operational management of services results in a strengthened response to children and young people's needs and increases family resilience and well-being. • To take a lead role – working closely with peer YFRS operational managers – in ensuring systemic, trauma-informed and child-first practice is embedded in partner services, in collaboration with police, education, social care and other services; • To take a holistic approach to the needs of vulnerable children to ensure the highest quality provision across YFRS and in partner provision; • To manage, develop, organise and control this professional service area ensuring the delivery of the service meets all council, professional and legislative requirements. 	

Generic Accountabilities	End Results/ Outcomes
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<p>Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within service area.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
<p>Assure professional standard of case management and the effective management of risk within the area.</p>	<p>Provision is effectively delivered / co-ordinated / monitored to support children and young people to achieve their identified outcomes.</p> <p>Complex and high-risk cases are managed in line with quality, national and legislative standards.</p> <p>Implementation of statutory duties where required.</p> <p>Vulnerable individuals are protected.</p>
<p>Advise Senior Managers, Members and others on issues relevant to the service area.</p> <p>Provide professional challenge and advice to colleagues, managers and partner organisations.</p>	<p>Expert professional advice, interpretation, information and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken, and clear objectives set and monitored through the Council's Appraisal process.</p>

Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered.</p> <p>Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
Prepare and present a full range of reports (both standard and nonstandard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
Ensure the successful implementation of health and safety legislation, policies and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Role Specific Accountabilities

Lead on behalf of YFRS on all statutory Court outcomes and interventions	Ensuring all statutory Court outcomes and interventions are focussed on child first and offender second principles.
Lead on evidence-led and rapid response to emerging concerns and risks to young people and their families	Evidence-led, systemic, trauma-informed, child-first ASSET+ assessments and interventions are applied by the YFRS for all work with children, young people and families, such that they reduce risk and vulnerability, improve the quality of conversations and relationships, and contribute to the achievement of positive outcomes.
Ensure best practice in statutory Court interventions – including systemic theory, trauma-informed and child-first approaches – are applied in YFRS	The YFRS offer assesses the full impact of family functioning, school and neighbourhood contexts in shaping children's lived experiences and promotes social inclusion to prevent children's involvement in future offending.
Lead on the YFRS response to young people who have been harmed or exploited due to affiliation or involvement in gangs and/or serious group violence	The YFRS offer provides child-first, evidence led personalised, planned, strengths-based interventions for young people in order to help them to build resilience, recover from gang involvement, improve their life chances and move on successfully.

Lead on the application of highquality assessment methods - to gather information to support	Managers and family-facing practitioners in YFRS and relevant partner services can deliver assessment and interventions that are constructive, systemic and future-focused, built on
evidence-led whole-family interventions proportionate to needs and that seek to embed good practice around information sharing.	supportive relationships that empower children, young people and families.
Lead on the development and implementation of policy and delivery methods that promote child first, desistence of reoffending and protecting and the public	Policies and delivery methods are in place to ensure that YFRS and partner delivery is compliant with all relevant legislation, codes, regulations, guidelines, standards, and best practice and promotes the diversion of children and young people from the criminal justice system.
Lead on partnership arrangements for YFRS and partner agencies in relation to statutory court disposals	Develop and take a lead role in sustaining strong partnership working arrangements that enable statutory partner providers to promote desistence and safeguarding responses that enable young people to access targeted support and interventions from YFRS and the wider partnership offer.
Take a lead role in change management and positive culture change across YFRS	<p>Act according to highest standards of professional practice modelling culture and practice change for managers and practitioners, informed by systemic theory.</p> <p>Staff behaviours are in line with corporate competency framework.</p> <p>Promote the values of a learning organisation as part of practice improvement and change management.</p>
Contribute to the development of governance frameworks and the implementation of standards, policies, protocols, operating procedures, practice improvement, professional development and training. This includes reporting to and working with relevant Boards on a regular basis.	Arrangements reflect the ambitions and outcomes of the statutory Court framework and acts to represent families and community and offers support and challenge to the management team and partners around standards, policies, protocols, operating procedures, professional development, and training.

Nature of Contacts

Directors, Heads of Service, Team Managers and equivalent levels in external bodies, private sector and partner organisations to advise, discuss, challenge and influence. Establish and lead partnership working with internal / external services / organisations and liaise with national bodies.

Manage complex relationships. Manage relationships with key stakeholders and delivery partners including negotiation of complex operational issues.

Manage confidential, challenging and highly sensitive issues / situations, which involve significant negotiation, persuasion and influencing skills. Interaction with others and the ability to successfully influence and motivate are fundamental to the role.

Direct line management of Principal Officers

Procedural Context

Reports to: Assistant Director Youth and Family Resilience – Families Directorate

Responsible for implementation of decisions, direction and culture change across the service area and for delivery of project/programme management for cross-cutting corporate/partnership initiatives.

Responsible for the integration of a range of professional/operational areas which are critical to the success of the organisation and for performance and service delivery across the service.

Strong policy and practice leadership with problem solving skills and the ability to sustain quality through effective partnership building and contract management.

Strong evaluative judgement is required in relation to risks and issues, with the ability to identify the potential impact of changing and potentially conflicting internal and external factors across agencies.

Monitoring, planning and prioritisation are required to ensure the service areas achieve strategic goals, reviewing and adjusting to take account of the risks and opportunities presented.

Key Facts and Figures

Monitor evaluate and lead improvement in practice delivery in a multi-agency environment.

Employees directly managed will be senior officers, responsible for operational service delivery.

Resourcing

Budget Responsibilities: The post will have budgetary responsibilities – Amount TBC

Supervisory Responsibilities:

Direct Reports: up to 8 principal officers

- Ability to collate, monitor, analyse and present performance data.
- Ability to demonstrate a commitment to valuing diversity and promoting equality.
- Excellent communication and presentation skills, with the ability to communicate ideas, issues, systems and procedures successfully at all levels to a variety of audiences.

Indicative Qualifications

Educated to degree level or equivalent standard. Substantial Continuing Professional Development Relevant professional qualification.

Knowledge

- Significant knowledge of youth justice, safeguarding children and young people, serious group violence and gangs, whole family working, inclusion, systemic theory, trauma informed and childfirst approaches.
- Significant knowledge of specific statutory frameworks and legislation pertaining to youth justice, safeguarding children, school exclusion, and therapeutic intervention.
- Significant knowledge of practice improvement, continuous professional development and performance management in the contexts of youth justice and safeguarding children;

Experience

- Proven track record of successfully providing leadership and management that results in highquality services, better outcomes for children, young people and families.
- Demonstrable experience of working with senior managers, partners and service users to prioritise the best interests of children and young people, to safeguard them from harm and/or prevent them from offending.
- Evidence of success in delivering multi-agency risk assessment and joint decision-making arrangements and building and maintaining partnerships across statutory and voluntary sectors.
- Experience of leading and improving the performance of people and service providers.
- Experience of successfully delivering evaluation of provision, and of influencing practice improvement and outcomes in directly managed services and external agencies.
- Experience of ensuring compliance with legislation, organisational policies and procedures.

Skills

- Ability to provide practice leadership, motivate and develop staff to achieve priorities.
- Ability to work corporately and with partners to seek new and better ways of doing things.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.