

**Job Description**  
**Team Leader targeted youth support**  
Education and Children's Services

<b>Service:</b>	Children's Services	<b>Team:</b>	Early Help Service
<b>Location:</b>	Various across Lancashire		
<b>Salary range:</b>	£37,961 - £40,947	<b>Grade:</b>	JNC 27-30
<b>Reports to:</b>	Senior Manager	<b>Staff responsible for:</b>	Range of Operational Youth Work Staff. Usually c. 6 – 9 direct reports

**Job Purpose**

Reporting to the Senior Manager with strategic leadership for 12-19yrs, leading a team of children's services youth work practitioners, to ensure the development, delivery and continuous improvement of early help targeted youth support services for young people and their families and carers in Lancashire.

Leading and developing targeted youth work within a designated locality area and its environment, in pursuit of the early help services' performance standards for youth work by developing and implementing a targeted youth work curriculum that meets the needs of young people and addresses service objectives and performance targets. This will include developing and supporting the mechanisms through which we progress the voice and influence of young people.

To actively be involved in face to face youth work and participation delivery where necessary and appropriate – both to support delivery aspirations and to oversee and review the quality of service delivery in line with aspirations for continuous improvement.

Responsibility for directly line managing a frontline targeted youth work delivery team, ensuring that young people receive first class early help and timely support to meet their needs and identify/manage risk.

Team Leaders will lead on partnership engagement across the youth sector in their respective geographical areas ensuring that opportunities are maximised for joined up working, shared workforce development and close collaboration on issues that affect young people.

Supporting the Senior Manager in the delivery and continuous improvement of early help services so that Lancashire's young people receive the early help they need to be protected from significant harm, and improve their life chances. They will work as part of a joined up countywide delivery team focussed on one of the following defined areas;

- North (Morecambe Bay and Fylde Coast ICP Areas)
- Central/South (Greater Preston, Chorley/South Ribble, West Lancashire ICP Areas)
- East (Pennine ICP Area)

Their management task in that area will be linked to frontline targeted youth support service delivery

The Team Leader will support the delivery of effective support and services to children, young people and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

***Children, young people and their families are safe, healthy and achieve their full potential***

To deliver this vision we have agreed some key outcomes:

***Five Outcomes***

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

**Accountabilities/Responsibilities**

1. Lead targeted youth work/youth participation work and ensure its day to day management service delivery objectives within their team's geographical areas of responsibility ensuring that the service provided meets the needs of young people through effective organisation of the team and monitoring of their workflow and quality.
2. Liaise with multi-agency teams in the youth sector to identify those young people who require early help and would benefit from a targeted youth work intervention
3. Establish and maintain relationships with schools, partner organisations, and community groups across the youth sector to establish effective partnership working.
4. Responsible for the delivery of evidence based youth work interventions.
5. Maintain recording and evaluation tools required to measure impact and achievement of outcomes
6. Develop and deliver a wide ranging curriculum to meet young people's needs, and address a range of risk issues including emotional wellbeing, offending and antisocial behaviour, exploitation, non-school attendance and risk of NEET
7. Lead group work interventions alongside staff as appropriate
8. Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the team's objectives using the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
9. Reviewing, evaluating and recommending any necessary action to amend service processes, practices and systems that lead to improved service delivery.
10. To consider and analyse a range of information and/or data on the team and its performance, including and actively engage with performance improvement meetings and practices.
11. To support the health and well-being of team members including the promotion of a positive work-life balance
12. Visibly and actively supporting and promoting the corporate activities and the values of the Council.
13. Being aware of changes to policy and procedures and plan for consequent changes to services. Ensuring that all team members are kept abreast of these through appropriate communications
14. To ensure all staff are trained, supervised, developed and supported to provide the best possible outcomes for children, families and carers, seeking help from more senior managers and corporate colleagues as appropriate.
15. To ensure the team has in place appropriate systems and procedures to prioritise and manage demands and workflow by allocating staff and resources appropriately, in line with service policy
16. Performing and ensuring the discharge of administrative duties (including record keeping and health and safety)

17. To ensure the County Council's Performance Engagement policy is implemented in accordance with Supervision Policy and Procedures.
18. To actively promote the effective recruitment and retention of the Children's Services youth work workforce.
19. To lead people in an inclusive way to deliver their operational objectives.
20. To support the building of positive relationships with children, young people and families; ensuring that their requirements and needs are at the heart of the design and delivery of services in accordance with the Council's Corporate and Partnership strategy.

### **Other**

21. Periodic involvement in rotas for Standby and Significant event duty as appropriate to the needs of the service
22. Flexible application of working hours to respond to needs arising from managing and delivering a service which predominantly operates outside core daytime working hours. The post holder will have a flexible working pattern to include evening and occasional weekend working. The role involves inside and outside duties depending on the activities arranged, in accordance with service needs.

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

### **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

### **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

### **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

### **Our Values**

**We expect all our employees to demonstrate and promote our values:**

#### **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

#### **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

**Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

**Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

**Person Specification**  
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Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
<b>Qualifications:</b>		
Professional and/or academic level 6 qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised or operational field	E	A
Nationally recognised JNC qualification	E	A, I
Management Qualification or management training	D	A, I
<b>Experience:</b>		
Substantial (minimum 3yrs) post qualification experience of working in youth work settings	E	A, I
Experience at middle management level; managing team based operations/functions/services	D	A, I
Experience of supervising staff, including ability to delegate and track performance.	E	A, I
Experience of delivering group work or other structured interventions	E	A, I
Experience of managing budgets and resources	E	A, I
Experience in ensuring delivery against agreed service plans	E	A, I
Experience of working with multi agency partners to align work plans for service delivery	E	A, I
<b>Knowledge and Skills:</b>		
Good knowledge and understanding of relevant underpinning theory and principles for improving outcomes for adolescents	E	A, I
Strong knowledge and understanding of the work practices, policies, systems, processes and procedures relevant to delivering targeted youth work.	E	A, I
Ability to motivate and support the long term development of staff.	E	A, I
Strong problem solving skills	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I

Skills in partnership working across a Children's Services environment.	E	A, I
Ability to manage a diverse workforce with associated human resources procedures to ensure safe recruitment and the retention and performance management of staff.	E	A, I
Monitoring work plans to ensure performance standards are achieved, in terms of consistency and quality.	E	A, I
Ability to interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	E	A, I
Excellent communication both verbally and in writing	E	A, I
<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. This is an essential car user post. You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who as a consequence of a disability are unable to drive.	E	I