

**Manchester City Council
Role Profile**

**Youth Justice Support Officer, Grade 6
Children's Services
Reports to: Deputy Youth Justice Team Manager**

Key Role Descriptors:

The role holder will work as part of a multi-agency team to deliver statutory services to the courts and community.

The role holder is responsible for assessment, planning and delivering interventions to young people aged 10 – 17 years who are subject to orders within the Criminal Justice System.

The role holder will work with key partners to improve public protection, safeguard the needs of children and young people, and reduction of youth offending.

Key Role Accountabilities:

Make timely and accurate assessments of young peoples needs in line with national and local standards of best practice.

Provide information and support services for the local Magistrate's Youth Court

Develop high quality supervision plans based on assessments, which are outcome focused.

Deliver high quality face-to-face interventions with young people and their parents / carers.

To supervise cases and manage risk in line with national standards and make appropriate referrals.

Ensure case recording is timely, accurate and complete and to take responsibility for the quality of data input, extracted and/or analysed from electronic or hard copy systems, to comply with MCC Data Quality Strategy.

To work in line with current legislation to safeguard children and protect the public.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.



YOS Support Officer – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Competencies

- **Communication Skills** - Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
- **Analytical Skills** - Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising** - Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making** - Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Creative Skills** - Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Strategic Thinking** - Understands the importance of organisational strategy and how they contribute to it.
- **Administrative Skills** - Have some familiarity with information technology, including excel and word packages.

Technical requirements

N/A