

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Young People Case Worker |
| HBC Grade: | **HBC 7** |
| Service: | **14-19 Team** |
| Division: | **Policy, Provision and Performance** |

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| **Main Purpose of the Role** |
| Lead the development, management and implementation of strategies of intervention for a case load of young people who are at risk of or are not in education, employment or training (NEET) or whose activity is not known to the Council. Contribute to the development, promotion, implementation and evaluation of the work of the 14-19 Team. |

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| **Key Duties** | |
| **1** | Use expertise, knowledge, and experience to review the participation history of young people who are NEET, or those at risk of becoming NEET, to assess the needs of each individual young person. |
| **2** | Determine the best intervention to progress each young person to and lead the referral process, aiming to maintain/progress the young person into education, training or employment. |
| **3** | Lead Case Conference meetings with other agencies where this is the determined intervention for a young person. Contribute to assessment processes as appropriate for the young person. Maintain overall management of each young person’s case during intervention and during initial engagement in provision. |
| **4** | Lead service colleagues and/or providers in making initial contact with young people and in developing positive relationships with young people. |
| **5** | Lead the contact process for a case load of young people whose activity is not known to the authority. |
| **6** | Work in collaboration with other Young People Caseworkers and the wider 14-19 Team, taking a lead on an area of work within the team. |
| **7** | Build effective working relationships with other services within the local authority, within the borough and 3rd sector organisations. |
| **8** | Maintain accurate records of work with young people and keep the Local Authority Clients Caseload Information System up to date. Provide management reports on the effectiveness of intervention with young people, including accurate data. Input to any data requests or reports required by the Local Authority, including presentations to individuals or in meetings as required. |
| **9** | Lead in the collection of feedback from a case load of young people about their experience of services within the Participation Strategy. Use expertise, knowledge and experience to input into the Local Authority development and evaluation of the Halton Participation Strategy and 14-19 Work Priorities and consideration of any gaps in provision or services to encourage participation. |
| **10** | Maintain an up-to-date knowledge of legal, financial, and personal welfare issues and regulations which will be relevant to the range of young people contacted. |
| **11** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **EDUCATION / QUALIFICATIONS** | **Essential** | **Desirable** | **How Identified** |
| Level 6 qualification in a related field of service or management | Evidence of continued professional development | All essential qualification certificates must be presented at interview. |

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| **Essential Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Experience of managing an area of work within services to support young people. | Application / Interview |
| Experience of working directly with young people, including young people with multiple barriers to participation. | Application / Interview /Assessment |
| Experience of working in a multi-agency setting and developing effective partnerships across services, communicating in writing and orally. | Application / Interview /Assessment |
| Experience of recording and reporting using IT systems and keeping and updating accurate records of work. | Application |
| Experience of output driven assessment of services | Application / Interview |
| **KNOWLEDGE** | Knowledge of safe working practice for adults working with young people. | Application / Interview |
| Knowledge of requirements for client confidentiality and data protection. | Application / Interview |
| **SKILLS & ABILITIES** | IT skills (Microsoft Office) | Application /Assessment |
| Ability to communicate effectively with individuals and groups both verbally and in writing. | Application / Interview /Assessment |
| Ability to work as part of a team, engaging and promote good working relationships at all levels. | Application / Interview |
| Ability to pass information accurately between colleagues, other agencies and partners, handling confidential information appropriately. | Application / Interview |
| Ability to use own initiative and to work without continuous instruction, using organisational and prioritisation skills, meeting deadlines and managing pressure points. | Application / Interview |
| **Desirable Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Experience of work with education establishments. | Application / Interview |
| Experience of working with vulnerable young people. | Application / Interview /Assessment |
| Experience of contributing to an Assessment Framework process. | Application / Interview |
| Experience of collecting and collating feedback from young people to inform service development. | Application / Interview |
| Experience of making initial contact with young people | Application / Interview |
| **KNOWLEDGE** | Knowledge of Assessment Framework processes. | Application / Interview |
| Knowledge of the services available to support young people. | Application / Interview |

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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Hold a valid driving licence, have use of a car and car insurance that allows use of car for business purposes. |  | Application / Documentation |
| Be fluent in the use of English to the Common European Framework Level of C1 – Effective Operational Proficiency / Advanced |  | Interview / Assessment |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.