



Job Description	
Job title	Youth Offending Service Case Manager (Experienced)
Grade	Experienced - Pay Band L – SCP 32-33
Directorate	Children's Services
Section/team	Youth Offending Service
Accountable to	Youth Offending Service Manager
Responsible for	
Date reviewed	March 2025

Purpose of the Job

Working as a core member of the Youth Offending Service the Officer will manage, plan and implement the delivery of the whole range of operational tasks and programmes within Knowsley, working to ensure consistent policy, practice and procedures, and the efficient and effective use of resources. The aim is to divert children from criminal behaviour.

Within this context a YOS Case Manager will work in partnership with all appropriate agencies to assess, manage and review the delivery of programmes for Knowsley children who have committed offences.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To work directly with children, their families and the victims of crime in a range of settings including office, home and secure settings, in order to ensure consistency in the delivery and enforcement of individual criminal orders.
- To attend Court as a representative of the YOS to provide information to enable the Courts to pass an appropriate sentence. This will include the preparation of reports for the court relating to all court disposals.



- To lead on the assessment, planning and intervention delivery for statutory and non- statutory interventions using Case Management Guidelines.
- To ensure that all work undertaken on individual programmes with children, their parents or carers and the victims of youth crime is in accordance with an agreed plan of work, in order to address identified needs and prevent further offending.
- To liaise with and co-ordinate the involvement of a range of staff and agencies in the delivery of individual criminal work. This will include YOS staff, the Police, Education, Health, Probation and Voluntary Sector agencies.
- As a case manager you will deliver individual packages, working out the logistics of the programme, using local resources and support & specialist workers to assist this process.
- Supervising children attending community placements and outsourced agency involvement.
- Negotiating access to resources across the Borough and establish and support a range of community placements for YOS children.
- Where appropriate the joint running of group work based on desistance, offending behaviour and cognitive behavioural therapy incorporating a strength based approach.
- Keeping accurate and timely records, including case records and data for monitoring and evaluation.
- Assist in the development and induction of students, support workers, volunteers, colleagues and AYSE/AYIP/Newly Qualified YOS Case Managers.
- To be allocated the most complex children to case manage those presenting the highest risk to themselves and others within the YOS cohort.
- To be a staff member of the Quality Assurance Team and contribute to peer quality assurance and standards in case management.
- To mentor and coach new members of staff in their induction, supporting AYSE/AYIP/Newly Qualified YOS Case Managers.
- To be allocated a lead area or project to support service development.



Main Duties

1. To maintain accurate and up-to-date records of all work undertaken.
2. To operate Information Technology Programmes, in accordance with YOT Policy.
3. To attend Team Meetings and service-wide planning and training events.
4. Where required to represent the service to other agencies, making presentations when appropriate.
5. To undertake a training programme in order to address identified training and development needs, in accordance with YOS Continuing Professional Development programme, Knowsley YOS Training Plan and the Merseyside YOS Collaborative Training Priorities.
6. To undertake all practice within the context of YOS Policy and Practice Guidance.
7. To liaise with other statutory and voluntary sector organisations, in accordance with YOS Inter-Agency & Pan-Merseyside protocols.
8. To ensure all practice is undertaken within the framework of Youth Justice Board Case Management Guidelines, National Standards for Youth Justice and locally agreed standards of practice.
9. To attend supervision and appraisal meetings with the nominated line manager.
10. To contribute to the protection of the public, taking particular account of policy guidance on the management of dangerous or high-risk offenders, and following Child Protection procedures to ensure the safety of children.
11. To work flexibly in order to meet the requirements of the service including evening, weekend working and to participate in the provision of an out-of-hours emergency duty service
12. To undertake any other duties commensurate with the grading of this post, as required by the Youth Offending Service Managers.



Health and Safety

13. To use equipment as instructed and trained
14. To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

15. Implement and act in accordance with the Information Security Acceptable Use policy and General Data Protection Regulation Policy.
16. Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference.
17. Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

18. The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.
 - **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
 - **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
 - **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
 - **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.