

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	Referral Order Panel Coordinator
Grade	PS6	Reports to (role title)	Restorative Justice Officer
		Directorate	Children's, Schools and Families
JE Band	192-227	Service	CSF Commissioning and Prevention
		Team	Early Help
		Date Role Profile was created	01/11/2016

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To contribute to the development of a 'Restorative Surrey' through supporting Restorative Practice team colleagues with administrative tasks, in order to promote restorative practice across Surrey Youth Support Service.</p> <p>Model restorative principles in all work interactions within an ethical framework that recognises and respects the needs and values of others, maintaining personal integrity and credibility through effective interpersonal relationships in a range of contexts.</p> <p>Responsible for weekly case recording of Youth Restorative Interventions on a central spreadsheet and on careworks, including scanning paperwork, careworks input, coordinating YRI files across 11 boroughs and gathering statistical data as required.</p> <p>Coordinate Referral Order panel meetings for all 11 boroughs including securing venues and community panel members availability, coordinating paperwork and booking in reviews.</p> <p>Coordinate resources for the Restorative Practice Team including training materials, venues and complete general administrative support</p> <p>To support the administrative duties of the restorative practice team and the finance they are responsible for, including but not limited to; co-ordinate attendance at groupwork provision throughout the county including sending out letters, arranging transport, liaising with prison staff, Keeping records of attendance on careworks and providing statistics when requested</p> <p>Responsible for restorative practice team training and events administration including arranging venues and refreshments, recording and coordinating attendance, coordinating resources and marketing events</p> <p>Completion of general office administration tasks including scanning documents, opening and distributing post and faxes and dealing with general enquiries</p> <p>Support the County wide offer of Community Reparation by arranging supervisors, completing daily logs and liaising with staff who refer to the scheme.</p> <p>Familiarise, uphold and promote the aims of the council's Equality and Diversity policies in the course of day-to-day work.</p>
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Work Context

Surrey County Council's Services for Young People has three key strategic aims and priorities: more participation in education, training and employment, more young people safe from crime and anti social behaviour and more quality youth work delivered locally.

There are a number of operating models working towards these aims with the key case management response to young people in need of specialist support being through the Youth Support Service.

The Youth Support Service is a multi-agency, multi-disciplinary service working primarily with those young people who are within the youth justice system or who are already NEET. The YSS combines the case management functions that traditionally have been undertaken by the Youth Justice Service and Connexions Service and supplements these with targeted preventative activity and youth work support.

This post is pivotal in providing administrative support to the Restorative Practice Team and also working alongside partners from a range of other agencies to ensure that Surrey continues to strive towards becoming a Restorative County.

Line management responsibility
if applicable

None

Budget responsibility
if applicable

None

Representative Accountabilities
Typical accountabilities in roles at this level in this job family

Risk Management

- Contribute to risk awareness in carrying out duties and raise issues where appropriate.
- Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals.

Case Management

- Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress.
- Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence.

Planning & Organising

- Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time.
- Assist in development and project work, and working with other staff to provide information and feedback.

	<p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally and externally on day-to-day service issues. • Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to present options and choices and support others to come to their own conclusions • Numeracy skills and the ability to understand and explain basic cost information. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team • Ability to guide and support less experienced or more junior colleagues. • Experience of working with the user group. • Satisfactory DBS clearance might be required.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Education: Minimum academic qualifications of 5 GCSE passes at Grade C or above including Maths and English or equivalent</p> <p>Experience of working in a business service environment providing support to staff and/or the public.</p> <p>Knowledge: An understanding of, and commitment to the principles and processes of restorative practice.</p> <p>Knowledge of a broad range of IT facilities/packages, and the ability to identify and utilise as appropriate</p> <p>An understanding of equal opportunities and anti-discriminatory practice and their importance in working with children and young people</p> <p>Skills and Abilities: Excellent IT skills, Ability to work effectively on own initiative while recognising the importance of appropriate accountability and oversight by line manager, Ability to communicate and engage effectively with a wide range of people, at all levels. Ability to develop and maintain effective relationships with partner agencies and within team.</p> <p>Able to work quickly and accurately under pressure whilst ensuring attention to detail. Ability to work in accordance with service policies and procedures. A thorough and methodical approach, combined with flexibility and a willingness to learn and change</p> <p>Relevant Experiences: Extensive administration experience. Experience of dealing with a wide range of people and agencies, at all levels.</p> <p>Other requirements: A creative and enthusiastic attitude to work. Ability to work both on your own initiative and as part of a team. Ability to work flexible and unsociable hours when necessary, including occasional evenings. Access to car, full driving licence</p>
<p>Role Summary</p>	<p>Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>

Reason for Benchmarking - please complete the appropriate Business Case		
Reason	Guidance for Business Case	Business Case
A - Creation of a new role	Please provide context to the creation of this new role.	
B - Creation of a new role as a result of a reorganisation	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken?	<p>The operating environment for local government children's services in Surrey is summarised by increased demand, reduced funding and regulatory pressure.</p> <p>This context requires the Council to change and adapt in order to meet its legal duties and residents expectations. The Council is already struggling to work within the budgets they have and currently forecasts to overspend by £22m of which £5m relates to CSF.</p> <p>Therefore, commissioning arrangements require significant join-up and establish</p>
C - The profile has been reviewed to more accurately reflect the existing duties of the current role	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	
Date new role profile has been agreed with the role holder(s) Reason C of the business case only		
OM Number of the position - Reason C of the business case. State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree.		
Current grade of the position - Reason C of the business case		
Manager's OM Number this role reports to - Reasons A,B, C above		20101258

Requesting manager's details

Manager's name	Manager's role title	Date request submitted to HR
Ben Byrne	Head of Early Help	Nov-16

Approval Section

Requesting manager to confirm:

1. Head of Service approval for the creation/amendment of the role
2. Senior Manager confirmation of the available budget

Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for job evaluation.

Position	Name	Date of approval
Head of Service	Ben Byrne	Nov-16
Senior Manager	Sarah Gooding	Nov-16

To be completed and approved by an HR Advisor

HR Advisor to confirm that the role is at a correct level within the particular Job Family

Position	Name	Date confirmed benchmarking to JE Coordinator
HR Advisor/Senior Advisor		

To be completed by JE Coordinator

Reference Number	
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