

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10PCS</b>	<b>Role Title</b>	<b>Restorative Practice Coordinator</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>Youth Support Service Area Manager</b>
		<b>Directorate</b>	<b>Children's, Schools and Families</b>
<b>JE Band</b>	371-438	<b>Service</b>	<b>CSF Commissioning and Prevention</b>
		<b>Team</b>	<b>Early Help</b>
		<b>Date Role Profile was created</b>	<b>01/11/2016</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To contribute to the development of a 'Restorative Surrey'.</p> <p>To manage a team of specialist restorative practice practitioners to ensure that an appropriate restorative practice offer is available to young people and victims of youth crime.</p> <p>To embed restorative justice through a partnership approach in both pre-court and post-court youth justice arenas.</p> <p>To improve public confidence, victim satisfaction, prevention of offending and re-offending, reducing first time entrants and ensuring value of money.</p> <p>To reduce numbers of looked after children in criminal justice system.</p> <p>to promote restorative practice development in education settings, work with families, care settings, HR, accommodation providers as part of homelessness prevention strategy.</p>
<b>Work Context</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>The YSS has developed a close working partnership with other criminal justice stakeholders and particularly police. This partnership involves co-location as part of the Integrated Offender Management (IOM) youth, based at Guildford Police Station. The post holder will be both a member of the IOM (Youth) in support of our joint working arrangements with a particular focus on pre-court restorative practice and team manager of the Restorative Practice Team that provides a county wide specialist restorative practice focus in all aspects of YSS work including pre and post court criminal justice.</p> <p>The post is one of three in the county. It offers a rare opportunity for a highly skilled and suitably experienced and qualified practitioner to continue to develop high level restorative practice whilst also developing and quality assuring the restorative practice of others both within the YSS and others from multi-professional backgrounds and volunteers.</p>

<b>Line management responsibility</b> if applicable	The Restorative Practice Coordinator will manage a small team (plus students) and maintain a pool of 50+ CPM volunteers (working with the YSS Volunteer co-ordinator).
<b>Budget responsibility</b> if applicable	None
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>• May undertake the role of expert practice lead, managing highly complex cases and leading consistency and standards of practice in a defined geographical area.</li> <li>• Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Manage the planning and delivery of services and caseload or projects for own area involving some specialist knowledge or assessment.</li> <li>• Contribute to service plans and plan staff resources to maintain operational delivery of services.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/funding management in accordance with the council policies and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors to share knowledge or best practice and ensure quality, integrated service delivery.</li> <li>• Work in partnership with service users, their families/carers.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area.</li> <li>• High level working knowledge of relevant legislation and procedural frameworks and practice standards</li> <li>• Able to plan and carry out specialist assessments and deliver and oversee programmes or packages of care and support.</li> <li>• Ability to manage budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• High level problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> <li>• Understanding of the principles of confidentiality and information governance and how these apply to social care.</li> <li>• Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Essential: Relevant professional qualification (eg DipSW, Diploma in Youth and Community, Probation Diploma, Teaching degree). Substantial and directly relevant experience of restorative practice. Educated to degree or equivalent.</p> <p>Knowledge: An understanding of, and commitment to the principles and processes of restorative practice.</p>
<b>Role Summary</b>	<p>Roles at this level manage operational service delivery or are an expert practice lead supporting consistency and standards of practice, in a defined service or geographical area. They will often have key responsibilities in planning resources and procurement and commissioning of cost effective and innovative services. They will require a professional qualification or extensive practical experience. They work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead and the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>

Reason for Benchmarking - please complete the appropriate Business Case below		
Reason	Guidance for Business Case	Business Case
<b>A - Creation of a new role</b>	Please provide context to the creation of this new role.	
<b>B - Creation of a new role as a result of a reorganisation</b>	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 a culture and practice of 'one team' that will transform early help services, improve the quality of practice, reduce demand and deliver value for public money.</p>
<b>C - The profile has been reviewed to more accurately reflect the existing duties of the current role</b>	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.	
<b>Date new role profile has been agreed with the role holder(s)</b> Reason C of the business case only		
<b>OM Number of the position - Reason C</b> 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.		
<b>Current grade of the position - Reason C</b> of the business case		
<b>Manager's OM Number this role reports to - Reasons A,B, C</b> 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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