

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	9PCS	Role Title	Referral Order Lead
Grade	PS9	Reports to (role title)	Team Manager, Youth Justice Service
		Directorate / School	Children, Families, Learning & Communities
JE Band	314-370	Service / Department	Youth Justice Service
		Date Role Profile was created	09/05/2024

## 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>The role of the Referral Order Lead is to develop and oversee Referral Order practice, including the supervision of community panel member volunteers. They will be responsible for ensuring that restorative approaches are at the heart of the Referral Order process and support practitioners to develop their understanding and practice in this area. They will also undertake victim contact for Referral Orders and Youth Rehabilitation Orders.</p> <p>This role includes:</p> <ul style="list-style-type: none"> <li>•Contributing to the quality and delivery of Referral Order practice including recruitment, training and support for community panel member volunteers as required</li> <li>•Providing learning and development opportunities and support for volunteers, practitioners and managers around the Referral Order process and restorative approaches and to monitor the effectiveness of a range of work material relevant to RO contracts.</li> <li>•Contributing to the quality assurance framework around youth justice work, including the gatekeeping of assessments and reports.</li> <li>•Embedding restorative practice across the Youth Justice Service through providing advice, guidance and support to practitioners and managers.</li> <li>•Ensuring that an appropriate restorative practice offer is available to children and victims of youth crime in collaboration with practitioners for Referral Orders &amp; Youth Rehabilitation Orders</li> <li>•Undertaking sensitive and complex restorative case work</li> <li>•Supporting and facilitating face to face restorative meetings, shuttle mediation, and advocating for a victim at panel meetings.</li> <li>•Adhering to the code of practice for victims of crime.</li> <li>•Liaising with relevant partners as required</li> <li>•Ensuring relevant performance data is recorded in this area of work.</li> <li>•You will be required to undertake any other task, commensurate with the position.</li> </ul>
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<b>Work Context</b>	<p>Surrey's 'Children, Families and Learning's' overarching vision is 'to support families and enable children and young people to be and feel safe, healthy and make good choices about their wellbeing. We aim to ensure that Surrey's children and families have access to a range of services that tackle inequalities, support independence and enhance lives. This shared ethos and approach has contributed to a strong partnership model across the local authority and created a foundation from which Surrey Youth Justice Service (YJS) has been able to develop systems of support to enhance the good practice already in place. Surrey Youth Justice Service (YJS) is a high performing multi-agency partnership which provides services before and after court to meet the statutory requirements of the youth justice system. The YJS sits in the Safeguarding adolescents portfolio and is committed to integrated working to achieve it's primary aim of preventing offending and reduce reoffending by children. The service works in partnership with a variety of agencies to ensure children are offered appropriate intervention to address identified risks, meet their needs and build on their strengths. Further, the service seeks to repair the harm caused to victims and communities by addressing the root causes of offending and reoffending by children.</p>
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<b>Line management responsibility</b> if applicable	Supervision of community panel member volunteers. Able to mentor, develop & oversee/audit the practice & professional development of less experienced colleagues in their team.
<b>Budget responsibility</b> if applicable	N/A
<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>• Investigate concerns, complaints and safeguarding issues to promote satisfactory and positive outcomes and protect vulnerable members of society.</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>• Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area.</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 organisation 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 on operational issues 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>• Line manage and/or supervise, guide, advise and mentor less experienced or non-professionally qualified staff on casework and provision of care services, making sure that staff act in accordance with procedures and good practice. Assist in the development of staff and in the timely provision of services.</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: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</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, procedural frameworks and practice standards in a specialised area of practice.</li> <li>• Able to assess, plan and review appropriate support.</li> <li>• Numerate and able to advise on effective use of budgets and resources.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</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>• High level problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Able to lead team working, and use supervision to improve personal performance and practice of junior 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>	<ul style="list-style-type: none"> <li>• Professional qualification in a child/youth or family related discipline e.g. social work, teaching, youth work, early years, probation; and / or a relevant degree; and / or a relevant vocational qualification; and/or relevant restorative practice training.</li> <li>• A minimum of 12-months experience working as a restorative practitioner.</li> <li>• Evidence of continuous training &amp; personal development to increase skills in working with children who offend and victims of crime.</li> <li>• An enhanced DBS clearance is required</li> <li>• Full valid UK Driving Licence with access to a vehicle on a daily basis.</li> <li>• Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level may manage a small team delivering specific front line services and/or will be an experienced professional assessing and managing a complex caseload supporting consistency and standards of practice, in a defined service or geographical area. They will require a professional qualification and experience or extensive practical experience. They usually 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 although the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>
<b>Reference Number</b>	<p style="text-align: center;">BM-2024-193</p>