Northumberland County Council
JOB DESCRIPTION

Post Title: Adolescents Worker	**Director/Service/Sector People Directorate: Children's Services**		**Office Use**
Band: 7	**Workplace:** Your normal place of work will be Northumbria House, Cramlington. However, you may be required to work at any council workplace within Northumberland County Council		**JE ref: 4031** **HRMS ref:**
Responsible to: Team Manager (NAS)	**Date: October 2021**	**Manager Level**	

Job Purpose:

The Northumberland Adolescent Service (NAS) was developed to provide an integrated holistic approach to priorities the safeguarding of Adolescent young people. This ensures there is a service area within Northumberland Children's Services which specialises in addressing the risks and needs of all adolescents. All NAS services are based primarily at Northumbria House in Cramlington with staff committed to the principle of agile working in order to ensure a countywide approach. NAS consists of the 14+ Team, the 18+ leaving care Team, the Accommodation Service, SORTED substance misuse team, the Youth Justice Service, and the Exploitation and AVPA service.

The post holder will be based within one of these specialist services and will be required to provide essential advice and support to a range of young people whose ages range between 10 - 25 years of age.

The post holder will undertake the following duties with a caseload of young people whose assessed needs are commensurate with the grade of the post. The support worker will deliver specialist interventions and direct work with individuals with the aim of achieving improved outcomes for adolescent young people. The main area of responsibility for the Support Worker will be to work in partnership with young people, their families/carers and a range of agencies, in order to identify needs and develop plans to meet those needs of young people.

Resources	Staff	N/A
	Finance	Petty cash/small amounts
	Physical	N/A
	Clients	Responsibility for young people on an individual basis and in group settings

Duties and key result areas:

1. To implement Children and Young People's Services and LSCB policies and procedures in order to manage risk and implement decisions which ensure that children and young people are safeguarded, and their life changes are enhanced and promoted.
2. To fulfil the role of a specialist NAS Worker and manage a caseload of young people whose assessed needs are commensurate with the grade of the post in terms of their complexity.
3. To provide a service to young people, including assessments of need, contributing to more complex assessments where appropriate, preparing and implementing plans, reviews, coordination of services, advice and support.
4. To work in partnership with young people, their families and carers in constructing plans that focus upon the young person's strengths and wishes.
5. To support and lead in the implementation of specific tasks within a young person's plan.
6. To support young people in accessing and sustaining appropriate education, training and employment opportunities.
7. To support young people in developing a healthy lifestyle and enable them to access appropriate health and promotion services.
8. To ensure that the young people's accommodation needs are met.
9. To ensure that young people's life chances are enhanced and that they have access to a wide range of opportunities.

10. To work effectively and creatively with colleagues within the County Council and with partner agencies from the statutory, voluntary and independent sector, in order to meet statutory requirements.
11. To share knowledge, skills and resources with other staff, potentially provide training and mentoring to new staff members
12. To ensure that accurate records are maintained which reflect decision making and to prepare and present reports where appropriate.
13. To contribute to a Duty Rota system providing support to the wider Northumberland Adolescent Service (NAS) and service delivery out of hours, including weekends, as required.
14. To ensure that risk assessments are completed for each young person and work closely with young people, their families and other professionals to produce thorough interventions plans.
15. To attend court when needed to support young people in contact with the criminal justice system/children's services
16. To advocate for young people in order to ensure that their voice is heard
17. To develop, co-ordinate and deliver awareness and interventions to young people in Northumberland. This will include individual and group work interventions, developing and maintaining relationships with young people on a one-to-one basis or in small groups to raise awareness of issues, for example Substance Misuse
18. To participate in service developments designed to maximise young people's engagement, promote the quality of services and improve outcomes for young people.
19. To ensure that duties are undertaken with due regard and compliance with GDPR and other legislation.
20. Any other duties as reasonably requested by managers.

COMMON DUTIES AND RESPONSIBILITIES

Quality Assurance

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

Communication

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives of continual improvement in quality of its service to internal and external customers.

Professional Practice

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

Health and Safety

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

General Management (where applicable)
To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

Financial Management (where applicable)
To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

Appraisal
All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

Equality & Diversity
As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Northumberland County Council.

Confidentiality
All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

Induction
The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements	
Transport requirements:	May drive across the breadth of the County on a daily basis.
Working patterns:	Flexible working, including early evening and weekend work.
Working conditions:	Post entails driving, office work and intervention with young people in community settings.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Adolescents Worker	**Director/Service/Sector: People Directorate**	Ref: 4031
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
Recognised degree **OR** professional qualification in one of the following: Nursing, Social Work or health At least two years experience working directly within a social care setting in a specialism that is essential to the functioning of NAS i.e. Accommodation, Care Leavers, Youth Justice, Substance Misuse Sound knowledge of childcare practice, safeguarding and the range of services provided by Children's Social Care Services Knowledge and understanding of the Children Act of 1989 and 2004	Degree **OR** Professional qualification in health, social work or another related field Knowledge of mental health, substance misuse, domestic violence, criminal justice, exploitation (sexual and criminal), AVPA and poverty and how these impact on young people families	
Experience		
Experience of direct work with children and young people in a social care, health, education, or housing, gained through paid employment or voluntary work.	Experience of direct work with young people looked after **or** direct work with young people in need Experience of being a 'lead professional' Experience of delivering group work programmes for vulnerable young people. Experience of working with complex families under stress	
Skills and competencies		
Full current driving licence or access to a means of mobility support. Ability to work flexible hours, including some evenings and weekends. Ability to assimilate and analyse information and make informed decisions which manage risk. Ability to communicate clearly - verbally and in writing. Ability to form effective working relationships with young people and their families/carers. Ability to engage children and young people in meaningful programmes of work. Some young people may be resistant to engage, this role will therefore require tenacity, a flexible approach and excellent communication skills. Ability to articulate complex and sensitive information to children, young people and their families. Current Knowledge of Safeguarding legislation and how these impacts on promoting the welfare of the child.	Information Technology skills. Ability to network, negotiate and advocate on behalf of young people. Ability to facilitate group work. Knowledge of legislation and standards relevant to the post. Examples of key relevant legislation includes: • Children Act 1989, 2004 • Children (Leaving Care) Act 2000. • Children and Social work Act (2017)	

Ability to work in partnership with other agencies. Ability to assess, monitor and review plans. Ability to work as part of a team. Ability to work on own initiative, to organise workload, achieve deadlines and work under pressure. Good listening skills. Ability to promote young people's participation. Ability to deal with emotional distress and challenging behaviour, including aggression. Awareness of the role of social care and youth justice. Awareness of organisations and resources provided by the statutory, voluntary and independent sector for young people. Awareness of the problems and issues faced by young people in need. Awareness of the services available for young people in need. An understanding of child and adolescent development Time management skills with the ability to prioritise tasks	• Relevant Housing legislation e.g. Homelessness Reduction Act 2017 and Provision of accommodation for 16 and 17 year olds who may be homeless and or require accommodation (2018) • Criminal Justice Legislation • Children's Rights legislation. Excellent recording and report writing skills using electronic data information systems Excellent file management skills with the ability to produce quality documentation for a range of individuals or agencies	
Physical, mental and emotional and environmental demands		
Positive attitude to supervision and training. Willingness to attempt new challenges and approaches. Positive attitudes to combating discrimination. Initiative and Independence is required to inform decision making relating to the caseload of children and young people you will support. The successful applicant will be exposed to distressing situations and information regarding children and young people, it is essential you have experience of and the ability to manage this type of information with support from your supervisor. Managing a small caseload can be emotionally and mentally challenging, we are therefore looking for a resilient worker with experience of these demands. Desire to help people solve problems. Flexibility in carrying out duties. Physically capable of discharging the full duties of the post including the ability to work under pressure in a stressful demanding environment. Carrying young babies and children when transporting them and have ability to fit and carry car seats. To work with potentially challenging clients on a 1-1 basis and develop positive and professional relationships. To be able to work long hours if required and have a flexible approach to work. To be able to use the computer for long periods of the working day and have good observation skills for long periods when carrying out supervised contact. To be able to work flexibly to be the needs of families including early mornings, evenings and weekends within NCC's flexible working policy To be able to meet the transport demands of the post -this post will include lone working To be able to work in families' homes providing practical and emotional support To be able to accommodate changes in work pattern at short notice	Experiencing managing a complex caseload with support and supervision.	

Other		
Enthusiasm for working with young people. Commitment to achieving positive outcomes for young people. Commitment to promoting equality and diversity. Commitment to promoting life chances of socially excluded young people. Commitment to working with young people in an empowering and non-judgemental way. Works well under pressure.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits