

## Job Description and Personal Specification

<b>Role:</b>	Regional Manager – London
<b>Place of work:</b>	London – Canning Town
<b>Hours of work:</b>	37 hours per week
<b>Salary/Grade</b>	Grade G Zone 1 £34,000 - £38,000
<b>Reports to:</b>	Senior Service Manager – Home Office County Lines Service
<b>Level of screening:</b>	Enhanced DBS

## Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mind-set of a business, we are uniquely placed to deliver on this challenging agenda.

## Where you fit in

The Regional Manager role has responsibility for the operational management of Catch22's County Lines Support Service and the Rescue Service funded by the Home Office in one of the 4 delivery areas.

**County Lines Support Service** A specialist support service for under 25's and their families who are criminally exploited through county lines in London, the West Midlands, Merseyside and Greater Manchester.

**Rescue Service** a rescue service with out of hours capacity to facilitate the safe return home, at a critical teachable moment, of under 25's from London, the West Midlands, Merseyside and Greater Manchester where they are identified outside of their home police force area in connection with county lines.

## Main Duties & Accountabilities

- To recruit, manage, motivate, coach and develop a staff team including carrying out annual appraisals and regular supervision meetings. To manage their health, safety and wellbeing.
- To promote and embed Catch22's vision and values in local service delivery
- To ensure all service user information, interventions and other data as required by the contract are recorded on the relevant data management system in line with Catch22's policy.
- Weekly review of service data to identify any risks to service delivery, and outcome performance and put in place corrective actions.

- To be the designated safeguarding lead in the service, ensure that all safeguarding processes are followed and to be Catch22's representative on local safeguarding boards where appropriate.
- To manage operational risk, health and safety, governance and safeguarding issues in line with Catch22 and Commissioner policies.
- Carry out regular case file audits as per the Audit Policy and Procedure and implement any service improvement or process change as a result of audit outcomes.
- To monitor referrals to the service ensuring they are in line with the volumes and eligibility criteria for the service; manage engagement with key stakeholders to promote the service and generate appropriate referrals to ensure the service / funding reaches the most appropriate young people.
- Be responsible for the allocation of referrals and ensure caseload management structures are in place including specialist female and mental health caseloads to maximise impact for young people.
- To work on rota basis (day, evenings, weekends, bank holidays) or as agreed with the Service Manager to oversee rescue requests across regions; support on-call staff with risk assessment, decision making, logistics and any issue resolution. Participate in any rescue requests where required.
- To ensure that the diverse needs and aspirations of all groups of service users are considered in service delivery and to enable all service users to fulfil their potential.
- To carry out such other relevant duties as may be required and as are commensurate with the nature and level of this post.
- When necessary hold a small case load of high risk clients ensuring appropriate support is given to young people according to their need who are referred by means of effective assessment and support planning.
- Provide consultation, information and where required, training and presentations, to other professionals, family and young people from a range of settings.
- Work alongside and ensure effective relationships with Children and Families services (CFS) and other local agencies and treatment providers
- Liaise effectively with local partner organisations and other relevant agencies to ensure effective referrals, care and risk management as well as ease of transition and referral for young people and to promote the continued joint work of the service and other partners. Attend relevant meetings or delegate to the most appropriate caseworker to ensure Catch22's service is fully integrated with other services.
- Work with service delivery partners to identify other professionals, statutory and non-statutory stakeholders to include in service training offer to improve awareness and impact of support for women and girls.
- To ensure meaningful participation and active co-production with service users and stakeholders.
- To promote services at local and national level, taking every opportunity to advertise positively the work of Catch22.
- Maintain and update professional knowledge and competencies ensuring that you and staff you manage are up-to date on all relevant Catch22 policies and procedures

and are working in line with local and governmental frameworks such as Public Health England, Safeguarding etc. ensuring these are implemented in the service

- To manage your time and activities safely and effectively, to meet with the priorities and delivery requirements of Catch22; contributing to achieving the standards of care, quality and positive outcomes required
- To ensure effective communication and liaison with partner agencies and local groups.
- To ensure that young people, parents/carers/families have ease of access to a range of support mechanisms and services.
- To act as an ambassador for Catch22, upholding and promoting our corporate values.
- Act up as required in the absence of the Service Manager.
- Be an active member of the senior management team attending, contributing to meetings and training events as necessary.
- This post will involve a travel across the region, and occasional evening and weekend working – driving licence essential.

### **What does good look like for this role?**

- Service is delivered in line with contract /grant agreement requirements and all targets are met.
- Service is delivered in budget and margin is met.
- Service is delivered safely, and risks/areas of underperformance are identified and managed appropriately.
- Hub outcomes are achieved.
- Service users have a positive experience and achieve their goals.

: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Relevant qualification or equivalent experience in a relevant discipline such as youth, community, health &amp; social care, management.</li> </ul>	<ul style="list-style-type: none"> <li>Training/group work – information education delivery.</li> <li>Management qualification, NVQ3/5 Health &amp; Social Care</li> </ul>	Application form and certificates
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of working with young people (8 – 25 years) and their families, identified as vulnerable or as having complex needs preferably within a community setting.</li> <li>Experience of Inter-agency working. Work within/ in partnership with Children's and Family Services/ Youth Justice Services/ Youth services.</li> <li>Experience of delivering training to young people/professionals</li> <li>Working with young people in group and one-to-one settings.</li> <li>Knowledge of issues around risk and vulnerability amongst young people.</li> <li>An awareness of the current issues relating to at risk and vulnerable young people.</li> <li>Knowledge of engagement and intervention strategies.</li> <li>Knowledge of Children Act/LSCB Procedures and other appropriate youth policies.</li> <li>Understanding and experience of Performance Management with regard to practice and target achievement.</li> <li>Experience of using recording and data collation systems</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of social and policy issues affecting young people (e.g. youth justice etc).</li> </ul>	Application form/Interview
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Clear risk assessment skills, particularly when working with young people with complex needs.</li> <li>Ability to work creatively within agreed management arrangements, and to maintain positive relationships with key partner agencies.</li> <li>Ability to manage conflict &amp; negotiation skills.</li> <li>Experience and skills to lead a team, setting objectives and priorities, monitoring performance against agreed targets.</li> <li>Reviewing skills in enabling staff to reach full potential and achieve targets through individual supervision, annual appraisal and learning development programmes.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of, and commitment to, involving service users in the development of the service</li> <li>The ability to contribute to ongoing service evaluation and review</li> <li>Understanding of spreadsheets, importance of monitoring and general knowledge of finance</li> </ul>	Application form/Interview

	<ul style="list-style-type: none"> <li>• Communicate well in a range of settings, with different people.</li> <li>• Good organisational skills (for self and others).</li> <li>• To be able to use a range of leadership styles as appropriate.</li> <li>• Work effectively in a team.</li> <li>• Manage conflicting demands.</li> <li>• To be able to adopt a flexible approach to all aspects of work.</li> <li>• Problem solving and a “can do” attitude.</li> <li>• Basic ICT skills.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Attention to detail.</li> </ul>		
<b>OTHER</b>	<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• A high level of communication, interpersonal and presentation skills.</li> <li>• Ability to liaise and work collaboratively with professionals from other agencies including commissioners, managers and key service stakeholders.</li> <li>• Creative, flexible and able to work well with others in a team.</li> <li>• Honest and reliable.</li> <li>• Commitment to the organisation and also to their own personal and Commitment to diversity and implementing equal opportunities and anti-discriminatory practice professional development.</li> <li>• Commitment to enabling children/young people and their families to participate and achieve their full potential.</li> </ul>		