

Job Description

Job Title:	Case Responsible Officer (CRO) and Trainee CRO	
Reports to:	Team Manager or Assistant Team Manager	
Salary Range :	scp32	Trainee CRO
	scp33–scp36	CRO
Location:	Gloucestershire	

Purpose Case Responsible Officers participate in the Youth Support Team structure that has responsibility for meeting the needs of vulnerable, at risk young people and young people with complex needs. The service has statutory responsibility for youth offending and aims to provide a range of preventative services aimed at improving outcomes for all young people. It will include a cohesive and joined up approach to meet specific needs, provide good quality information, advice and guidance and implement effective referral processes where required. Specific targeted support is provided to those most in need including, young offenders, NEET young people, care leavers, young people who are homeless, missing young people and young people with emotional, mental health and alcohol and substance misuse issues. The Youth Support Team is a flexible service that can respond to young people's needs with creativity and dynamism.

Main Duties and Responsibilities

1. Establish positive relationships with young people and their families, encouraging active engagement and participation in all aspects of the process .
2. Undertake comprehensive assessments of young people using an appropriate assessment process including the analysis and assessment of risk within a required time-frame.
3. Manage and maintain a caseload of young people and be responsible for ensuring their needs are assessed and effective interventions and programmes are in place to meet needs.
4. Lead in the development and implementation of agreed intervention plans for young people and their families taking into consideration complexity of need, level of risk, age and ability.
5. Design, manage and deliver interventions to young people (1:1 and groupwork), their peers and families in the home, community and educational settings including co-ordinating allocated staff, eg Programme Officers to ensure effective programme delivery
6. Oversee and co-ordinate delivery of interventions through a variety of engagement strategies including detached and street based work, formal and

informal issues-based sessions and positive activities at times and in places that are accessible for young people

7. Undertake regular reviews of intervention plans and identify progress and gaps or changes required to assist transition.
8. Work with a range of partners to deliver effective services and negotiate and agree working Partnership Agreements and/or SLAs with employers, education providers, VCS and health services as required.
9. To act as a thematic lead for a specific area of work within the team and contribute your specific skills and knowledge.
10. Effectively manage competing priorities and workload including meeting required quality standards and statutory responsibilities.
11. Participate in a multi-disciplinary environment and work in a supportive and collaborative manner with colleagues and partner agencies to deliver cohesive services to young people.
12. Attend regular supervision, appraisal and team development days and contribute to the development of plans, practice guidelines and policies.
13. Maintain accurate and up-to-date records of work using appropriate database systems in order to assess service effectiveness in meeting performance indicators and targets.
14. Participate in a service that operates out of hours and out of office and at times and places designed to engage with young people.
15. Represent the service in a manner consistent with the highest professional standards and reflective of the service and its commitment to diversity and inclusion
16. Work in a flexible and responsive way that ensures the service is capable of meeting key goals and objectives and remains relevant
17. Remain aware of developments locally and nationally in terms of policy and practice and demonstrate an ongoing commitment to continuous improvement and working to the highest quality standard.
18. To contribute to the development and implementation of the Training & Development plan.
19. Commitment to quality standards.
20. Participation in duty system.
21. Understanding of and commitment to the vision and objectives of the service

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at

work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;">Person Specification</p> <p style="text-align: center;">Job Title: Case Responsible Officer</p> <p style="text-align: center;">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <p>CRO</p> <ul style="list-style-type: none"> Graduate or equivalent professional qualification (Level 4 NVQ, Social Care, Education, Youth Work, Advice & Guidance, LDSS, Criminal Justice, Health), see Work Assignment requirements. (E) <p>Trainee CRO</p> <ul style="list-style-type: none"> Applicants that do not hold an appropriate Level 4 qualification but have substantial experience of working with young people can apply for a Trainee CRO post. Trainees must complete their training within 18 months of starting their training. (E)
<p>Experience</p> <ul style="list-style-type: none"> Experience in a relevant area of work, eg Youth Work, Social Care, Family Support, Youth Offending, IAG. (E) Experience of working with young people, their families and communities, particularly those at risk of social and educational exclusion. (E) Experience of undertaking thorough assessment of need and risk and the development and implementation of suitable plans and interventions in response to need. (E) Experience of partnership working and development of multi-disciplinary approaches to work with young people. (E) Experience of working in informal arenas and being accountable for decisions and actions taken. (E) Knowledge of safeguarding requirements with the ability to make sound judgements in relation to risk and protection. (E) Knowledge and understanding of relevant legislation that impacts on vulnerable young people and the ability to interpret and apply information. (E)

Skills and Attributes

- Work under own initiative and take responsibility for decisions taken. (E)
- Ability to plan, assess and evaluate work undertaken. (E)
- Accurate, timely record keeping and ability to produce written reports. (E)
- Ability to develop programmes and interventions designed to engage young people and to meet needs. (E)
- Have up-to-date knowledge of relevant legislation and guidance in relation to working with children and young people. (E)
- Able to meet deadlines. (E)
- Ability to involve young people and families in the design and delivery of services, interventions and programmes. (E)
- Resilience and capacity to deal with demanding and challenging situations, young people and their families. (D)
- Practical skills and interests in a relevant area to enhance the curriculum offer, eg arts, music, crafts, mechanics, woodwork, cookery. (D)

Personal qualities, communicating and relating to others

- Ability to handle sensitive and confidential issues with tact and diplomacy. (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an enhanced level. (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Hold a current, full driving licence which is valid for driving in the UK. (E)
- The Youth Support Team is a 9:00am-9:00pm service with a requirement to work out of normal office hours.

Case Responsible Officer Work Assignments

The Case Responsible Officer is part of the wider Youth Support Team and participates in a team structure that has responsibility for meeting the needs of vulnerable and at-risk young people and young people with complex needs. The Youth Support Team has practitioners from a range of backgrounds with particular skill sets. Staff are supported to develop specialisms and lead on issues relating to specific areas of work and support colleagues by contributing to a team approach to meet needs. CROs may hold the following work assignments:

CRO Youth Justice

- To undertake assessments and provide direct intervention with children and families focusing on risk factors seeking to reduce offending.
- Provide support to the Criminal Justice system to include attendance at Court, preparation and delivery of verbal and written reports, planning and reviewing of bail support and community sentence packages.
- Support individuals remanded or sentenced to custody, acting as the named responsible officer for court orders and support the resettlement of offenders as required by the Ministry of Justice and best practice.
- To engage with victims of crime and implementation of appropriate restorative justice programmes.

CRO NEET

- Qualification – NVQ 4 Advice and Guidance or LDSS or equivalent.
- To positively engage, assess, plan, implement and review 1:1 or group interventions with young people who are not in education, employment or training (NEET).
- To provide professional advice and guidance to support young people in making appropriate education, training or employment choices.
- To advocate with learning providers and employers on behalf of young people for work placements, training, apprenticeships and employment.
- To track and monitor young people at risk of becoming NEET, liaising with appropriate providers and ensuring support is provided as appropriate.
- To advise on financial support to young people including working with Job Centre Plus to ensure benefits can be accessed and paid in line with current guidance.
- To support young people who are NEET with their plans and to ensure that swift and appropriate action is taken to ensure positive and sustained progression to EET is achieved as soon as possible.

CRO Missing

- Working with the Public Protection Bureau to identify, assess and support young people missing from home and care.

- Co-ordinate referrals to teams, monitor progress and review as appropriate.
- Maintain performance data required for reporting to the GCSB and GCP.
- Undertake support work with young people who are persistently running away, working with other agencies to seek to address the needs of individuals.
- Advise and support the development of practice in this area across the Youth Support Team.

CRO Housing

- Deliver information, advice and guidance to young people who require support with their housing needs.
- Work closely with social care to undertake interventions to support young people who have housing needs.
- Develop and maintain policy and procedures for transition properties and the training flat.
- Work closely with young people and their social workers to ensure maximum and effective use of the training flat and transition properties.
- Contribute to the transition planning for those leaving care identifying options that are realistic and sustainable.
- Promote and support early planning to ensure the smooth and seamless transition to independence for care leavers.
- Contribute to improved outcomes for young people by reducing the risks associated with accommodation and housing difficulties.
- Consult with young people and providers in order to evaluate the quality and appropriateness of the service.
- Develop understanding and provide appropriate responses to the needs of specific vulnerable groups; care leavers, young offenders, young parents and children in need.
- Identify specific resources available to meet identified housing needs and to maintain an up-to-date database of suitable accommodation available.

CRO Youth Justice Education Coordinator

- Qualification – NVQ 4 Advice and Guidance or LDSS or equivalent.
- Research and track all young people entering the Youth Justice and Children's First agenda to identify those young people most at risk of permanent exclusion or who are missing education.
- Work in partnership with GCC Education, SEND Team, schools, families and other agencies to ensure Pre-16 young people's education needs are met.
- To lead on EHCP and My Plan Plus Reviews for the Youth Justice cohort of young people, to include those in custody in line with statutory requirements.
- To identify any unmet SEN needs and follow the statutory process for these needs to be met.

- Work in collaboration with the NEET Manager to transition Post 16 young people.
- To provide professional advice and guidance to CRO Youth Justice workers, young people and their parents/carers on the choices available to them in education, training or employment, including specialist provision.
- To advocate for young people and their families to ensure we are working with them to get the best education outcome.
- Maintain performance data required for reporting to GCC Education and the Youth Justice Board.

CRO Substance Misuse

- To provide specialist substance misuse assessment, care planning and treatment (as per NTA definitions) for young people and their families .
- To undertake screening and referral of young people in line with county protocols and practices.
- To work with young people through the building and sustaining of quality therapeutic relationships in order to:
 - support their recovery in their own communities;
 - enable them to make informed choices about their substance use;
 - enable them to minimise and manage harm to themselves and others through the safer use of substances, towards a goal of abstinence.
- To use clinical supervision to reflect on own practice within the ethos of reflective and scientific practice.
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- To contribute to health practice within the Youth Support Team so that it is developed and exercised within best practice and evidence-based guidelines.
- To provide staff from the Youth Support Team and partner agencies, with support, consultation and training on substance misuse issues.

CRO Sexual Health and Teenage Pregnancy

- To undertake assessments and provide direct intervention with children and families focusing on cases of high-risk sex, relationships and parenting issues.
- Updates and delivery of C-Card and RESET Training including updates within Emergency Hormonal Contraception and Chlamydia training (generally evening sessions)
- Quarterly teenage pregnancy and young parent data collection and reporting.
- Analysis of teenage pregnancy cohort and relation to social care and other vulnerabilities.
- Sex and Relationships programme development and implementation.
- Co-ordination of C-card providers.

- Participation in Gloucestershire Sexual Health Implementation Group (SHIG) actions.
- Mystery shopping activities within C-Card and sexual health.
- Collation of C-Card activity and distribution sites.
- Liaison with teenage pregnancy midwives on a regular basis for information sharing and case discussion.
- Partnership quarterly meetings between providers of teenage pregnancy services, eg Children's Centres, Young Gloucestershire and midwives.
- Identify ante-natal clinic dates and contribute to rota.

CRO Project - Transition Support

- Level 4 Advice and Guidance Qualification essential.
- Experienced SEN practitioner who has worked in mainstream, special schools and specialist college sector.
- To undertake a project to improve the transition of SEN young people into Adult Social Care or other appropriate provision.
- To support the development of the project including the project plan, monthly reports and overall performance of the project.
- To track and identify young people who may transfer to Adult Social Care.
- To understand the pathways and thresholds of Adult Social Care including FACS assessments.
- Work with families to improve their knowledge and understanding of the assessment and thresholds for Adult Social Care to seek to reduce inappropriate referrals and complaints.
- To evaluate the project and seek to inform future needs and practice.