

Role Title:	Head of Service - Harms Outside the Home and Youth Justice	Directorate:	Children's Services	Version:	February 2026
Reports To:	Assistant Director - Children's Services	Grade:	Level 12	Budget:	
Direct Reports:	Team Managers, multi-agency professionals,				

Role Purpose:	Key Accountabilities
<p>To lead, manage and direct the delivery of services in Youth Justice and contextual safeguarding, ensuring there is a consistent approach to delivering statutory duties to protect and support those most vulnerable to criminal influences and exploitation.</p> <p>Responsible for the delivery of statutory duties included within the legislation, frameworks and other professional guidance for the service areas..</p> <p>Responsible for Harms Outside the Home and contextual safeguarding standards across the council.</p>	<ol style="list-style-type: none"> 1. Developing and implementing strategies and policies in own service area that support the overall achievement of the Children's Services vision and strategy, as well as ensuring all statutory responsibilities are fully discharged 2. Leading and managing own service area ensuring colleagues and multi-agency practitioners can meet their service area objectives, and statutory responsibilities 3. Delivering high quality, value for money services whilst ensuring effective budgetary and performance management & contributing to the achievement of the council's overall aims, practices and policy objectives, including modelling the council's values and expected behaviours 4. Leading and delivering recruitment, induction, Practitioner development and training plans, ensuring that the service has an effective workforce capable of meeting its strategy, objectives and statutory requirements 5. Developing partnership working with a range of organisations, and internal stakeholders, which ensures the most cost effective and good quality delivery models

Key Accountabilities:	Key Measures of Success:
<ol style="list-style-type: none"> 1. Developing and implementing strategies and policies in own service area that support the overall achievement of the Children's Services vision, strategy, and improvement plan as well as ensuring all statutory responsibilities are fully discharged <ul style="list-style-type: none"> - Develop and deliver a strategic plan that ensures the council meets its statutory obligations in relation to the quality and range of its youth justice and harms outside the home/contextual safeguarding services. 	<ul style="list-style-type: none"> - Youth Justice statutory duties are fully discharged - Children's Harms Outside the Home and contextual safeguarding vision & strategy is successfully delivered

<ul style="list-style-type: none"> - Ensure the effective development and implementation of policies and procedures and that services are delivered in accordance with legislative requirements and council policies, this also includes multi-agency partners - Ensure that the procedures for service delivery within the service area are properly maintained, reviewed and revised in accordance with legislation, regulation and council policies and ensure that they are fully complied with - Ensure that practice and decision making, is in line with council policies, legislation and regulation - Develop business planning frameworks for the service area and proactively manage allocated budgets, secure levels of service and staffing resources match available funds. Utilise BI data to identify trends and take corrective action where appropriate - Prepare written and verbal reports relevant to the role, on any aspect of the Children's Services Directorate - Organise regular management meetings to ensure that targets, objectives, projects and agreed work programmes are well communicated and being progressed - Contribute to the strategic leadership of the Children's Services Directorate acting as an active member of the Directorate Senior Leadership Team as well as contributing to wider corporate leadership initiatives - Assist the Director and Assistant Director in managing Children's Services and managing the Directorate as a whole - Operate within legal, ethical and practice boundaries when working with families 	<ul style="list-style-type: none"> - Youth Justice Plan is successfully delivered - Practice audits demonstrate an increase in the extent of good practice and appropriate measures are put in place to address areas for practice improvement - Children, young people and their families feedback is listened to and acted upon results are positive - There are appropriate mechanisms in place to celebrate good practice including the recording of compliments - Learning from complaints is established and well embedded - Service KPI's are on the appropriate trajectory - Legislation is complied with
<ul style="list-style-type: none"> - 2. Leading and managing own service area ensuring colleagues and multi-agency practitioners meet their service area objectives and statutory responsibilities - Lead and manage own service area in achieving the highest standards of practice with children, young people and their families ensuring that children are at the heart of service provision and development - Develop and deliver services that reduce the risk of exploitation and criminal influences on children, young people and their families. - Champion contextual safeguarding approaches across council and multi-agency partnerships. - Ensure effective management information systems and monitoring arrangements within the service area utilising dashboard and BI data 	<ul style="list-style-type: none"> - Youth Justice and harms outside the home/ contextual safeguarding statutory duties are fully discharged - Children's support and safeguarding vision & strategy is successfully delivered - Youth Justice Plan is successfully delivered - Multi-agency partnership priorities are achieved - Practice audits demonstrate an increase in the extent of good

<ul style="list-style-type: none"> - Advise on and make decisions in respect of serious or highly complex cases requiring agreement by Assistant Director and Director taking appropriate advice from legal services as required - Always consider new and innovative ways of working, recognising and promoting the positive benefit of change to improve services and achieve goals - Act as a role model, embedding the culture and value base across the service, ensuring that children and young people are at the heart of all the directorate does - Lead and contribute to strategies and actions which support the directorate to embed a professional and accountable culture which ensures children and young people are at the heart of all the directorate does - Work with colleagues to ensure the directorate are proactively working to maintain resilience in practice - 	<p>practice and appropriate measures are put in place to address areas for practice improvement</p> <ul style="list-style-type: none"> - Children, young people and their families feedback is listened to and acted upon results are positive - There are appropriate mechanisms in place to celebrate good practice including the recording of compliments - Learning from complaints is established and well embedded - Service KPI's are on the appropriate trajectory - Legislation is complied with
<p>3. Delivering high quality, value for money services whilst ensuring effective budgetary and performance management & contributing to the achievement of the council's overall aims, practices and policy objectives, including modelling the council's values and expected behaviours</p> <ul style="list-style-type: none"> - Make an effective contribution to the Directorate Senior Leadership Team, ensuring the effective strategic planning of services, performance and budget management - Direct and control the management of services and ensure sound financial management and monitoring of budgets including pooled budgets with health and forward budget preparations, and workforce development and training - Manage services within allocated budgets, securing levels of service and staffing resources that match available funds and taking early action to address any budget pressures - Must at all times maintain security and confidentiality of all information and should be aware that, given the nature of the services provided by the directorate and council they may on occasions be exposed to information that they may find upsetting - Work with the Corporate Leadership Team as appropriate on council wide transformation programmes - Contribute to corporate and council wide objectives and to be accountable for the delivery of corporate objectives relating to Children's Services 	<ul style="list-style-type: none"> 4. Budgets not exceeded and services perceived as good value for money 5. Positive feedback from CLT 6. Positive feedback from elected members 7. No data breaches 8. Forward budget preparation is completed to a high standard 9. Council vision and strategy achieved 10. Legislation is complied with 11. Transformation programmes are delivered on time and within budget 12. Team, colleagues and external agencies/partners report

<ul style="list-style-type: none"> - Work alongside other senior managers to promote, develop, co-ordinate and facilitate service and strategic planning, in the directorate and across council - Ensure compliance with all Health and Safety legislation and associated codes of practice and authority policies - Be aware of and understand the council's equality policies and ensure at all times that the duties of the post are carried out in accordance with these policies - Bring the council's values to life in own dealings with team, colleagues and external agencies/partners - Undertake any other duties commensurate with the grade of the post - Be part of an on-call rota 	<p>behaviour that supports the values</p>
<p>4. Leading and delivering recruitment, induction, colleague development and training plans, ensuring that the service has an effective workforce capable of meeting its strategy, objectives and statutory requirements</p> <ul style="list-style-type: none"> - Ensure that Team Managers, and colleagues are well supported, have the right resources, are motivated, managed, and developed to attain their full potential within agreed service area aims and objectives - Lead and manage a team where the performance and potential of people is maximised - Lead and manage development opportunities to cultivate high levels of engagement, performance and motivation - Identify resourcing requirements to meet existing and future demands; support the recruitment and onboarding activity - Regularly engage with multi-agency colleagues to understand what's getting in their way of doing a better job and develop plans to overcome/minimise them - Effectively implement appreciation, recognition, and consequence management - Work in line with best practice HR throughout the colleague life cycle 	<ul style="list-style-type: none"> - Employment legislation is complied with - New starter retention KPI's are achieved - Positive feedback from new starters - Number of days lost through sick leave are on a downward trajectory - Staff turnover KPI is not exceeded and is on a downward trajectory -
<p>5 Developing partnership working with a range of organisations, and internal stakeholders, which ensures the most cost effective and good quality delivery models</p> <ul style="list-style-type: none"> - Work with colleagues to ensure the directorate is proactively working to maintain resilience in practice - Work flexible hours as befits the needs of the service. This will include working outside of normal office hours, including evening and some weekend work - The position has a key role in developing and supporting strategic partnerships for children 	<ul style="list-style-type: none"> - Positive feedback from internal stakeholders as measured in staff survey - Positive feedback reported from partners/agencies - There are appropriate mechanisms in place to celebrate good practice

<ul style="list-style-type: none"> - Develop partnerships working with a range of organisations ensuring further integration of multi-agencies joint approaches which ensure most cost effective and good quality delivery models - Engage in significant contact with all senior managers across the authority and external agencies and respond promptly to enquiries from the Director and Assistant Director, Directorate Leadership Team, elected Members and senior officers from other Directorates and agencies - Develop good working contacts with Government agencies e.g. Ofsted, to ensure such agencies are kept informed of developments in North Somerset, and the directorate is prepared appropriately for inspection visits, etc. - Engage with other agencies e.g. police, health, private sector, voluntary sector, etc., and convene and chair liaison meetings and project management meetings as part of the local authorities' overall objectives and joint arrangements - Attend, where appropriate, convene and chair meetings and conferences. Participate in national, regional and local activities as appropriate, e.g. Ofsted - Develop and maintain good working relationships with other Directorates and other agencies to ensure appropriate consultation and agreements are made to support these strategies in support of the council's Corporate Plan priorities - Ensure timely and accurate advice is provided to Executive Members, Scrutiny Committees and other Members on all matters within the postholders remit - Deputise for the Assistant Director as appropriate - Play a key role in working with our partners, within the organisation and externally, to ensure the directorate is at the forefront of best practice 	<p>including the recording of compliments</p> <ul style="list-style-type: none"> - Learning from complaints is established and well embedded - Service KPI's are on the appropriate trajectory
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Enablers to the Role (Skills, Knowledge, Experience)

<p>Skills</p> <ul style="list-style-type: none"> • Ability to inspire colleagues and stakeholders to fully engage with the aims and the long-term vision. • Embed an inclusive culture of creating positive and supporting teams • Share expertise through coaching and mentoring to support teams to succeed • Use a range of quality assurance tools to drive high quality and efficient service delivery • Translate strategic priorities into clear outcome focused objectives for managers and teams • Management skills at an operational level including proven skills in managing staff, budgets and processes • Ability to communicate in a straightforward, honest and truthful way with consideration for the impact of the method used • Ability to communicate with conviction and clarity in the face of tough negotiations or challenges • Influence external partners, stakeholders and customers successfully securing mutually beneficial outcomes

- Ability to establish and develop positive relationships with elected Members
- Strong planning and organising skills and ability to multi-task
- Excellent oral and written communication skills including presentations and report writing
- Good IT and word processing skills and ability to use management information to assist planning of work and resource management

Qualifications & Knowledge

- To be educated to a degree level and hold a professional qualification in Social Work, Policing, Criminal Justice and/or management and a minimum of 3 years post qualification management experience in YOT/Youth Justice or related field or at least 5 years post qualified management experience in children's social work, health, education, policing.
- Management and supervisory experience in YOT / Youth Justice or Management and supervisory experience in relevant role with statutory partner (Children' Social Work; Education; Health; Police; Probation) and 5 years relevant experience in Youth Justice. Expert knowledge of the service area with in-depth knowledge of working within a local authority, partnership agencies and the political agendas impacting on them
- Significant post qualification work experience at Head of Service level including professional development of others
- Highly developed specialist knowledge and extensive experience of direct work in contextual safeguarding involving risk management, decision making and internal investigations
- Experience and understanding of delivering services to those at risk of Child Exploitation, Gang affiliation and Criminal influences.
- Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) that affect Youth Justice practice.
- Thorough knowledge and understanding of current social policy, good practice and all relevant Children's Service legislation.

Experience

- Experience in leading complex investigations, including strategy discussions, where multi agency information sharing, detailed analysis and robust planning has been required.
- Able to demonstrate successful track record in developing effective multi-agency partnerships
- Knowledge and experience of the framework of learning and development for qualifying and post qualifying social workers
- Proven record of accomplishment in initiating new and improved ways of working
- Experience of successful working in Partnership with children, young people and families
- Satisfactory enhanced DBS disclosure certificate, relevant applications and checks will be carried out before and job offer is confirmed
- The post holder will need the personal resources to deal with these demands within a supportive management environment and to have the capacity to support others

Vision - To make North Somerset a truly great place for children and young people to thrive; where all have the best possible life and opportunities, including those who are vulnerable, disadvantaged and/or have special educational or additional needs