

# Kent County Council

## Job Description: Youth Justice Referral Order & Volunteer Lead

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Integrated Children's Services</b>
<b>Grade:</b>	<b>KR10</b>
<b>Responsible to:</b>	<b>Youth Justice Strategic Development Manager</b>

### **Purpose of the Job:**

This role is an integral part of the YJ service and is responsible for ensuring the sufficient quantity and quality of Referral Order Panel Volunteers to meet our statutory duties. The post holder is responsible for the recruitment, training, management, supervision, and development of Referral Order volunteers, and typically, around twenty-five active volunteers are needed by the service.

The role will monitor and evaluate the impact of Referral Order Volunteers to agree ambitious and achievable Referral Order contracts with children. Each contract should have at their heart high quality restorative interventions and, where appropriate, respond to the wishes and feelings of the victim/s.

The postholder is responsible for our guidance being accurate and processes being supportive to help Volunteers, practitioners and managers achieve the standards and expectations of operational Referral Order delivery.

The postholder will work closely with Business Support and with teams, to schedule Referral Order panel meetings in line with quality and timeliness standards.

The post holder is part of a team which leads on hearing the voice of victims; on ensuring that information resources for the service (including policy and guidance) is accurate and supportive; and on maximising our partnerships. The post holder contributes to the work of the team including covering absences and contributing to the work of other team members.

### **Main duties and responsibilities:**

- Recruit sufficiently to maintain a pool of around 25 active, trained volunteers. Deliver the agreed screening, induction, learning and development programme, and provide supportive supervision and performance management in accordance with existing processes, to ensure sufficiency.
- Stay up to date with national and local changes, particularly in relation to Referral Orders. The post holder will collaborate with the service to ensure guidance and processes are accurate, supportive, understood and drive the expected standards of operational delivery. The postholder is accountable for proposing policy and guidance changes for Volunteers and Referral Orders to the YJ management team.
- Work closely with the Victim Voice Lead to ensure you understand each other's lead areas of work, and can support each other effectively when absence or capacity requires, as determined by your manager.
- Ensure Panel Members drive Referral Orders contracts which demonstrate hearing the voice of victims; offering meaningful restorative approaches; are appropriately child-focussed and use both strength-based and trauma-informed approaches.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: Youth Justice Referral Order & Volunteer Lead

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	No minimum qualification is required, but relevant qualifications include the recruitment and training of Volunteers, Restorative Justice, and the design and delivery of training
<b>EXPERIENCE</b>	<p>Recruitment, screening, and selection of staff or volunteers</p> <p>Supervising, managing, and supporting others</p> <p>Analysing, observing, and auditing work (meetings, records) to identify good practice and areas for development</p> <p>Establishing and navigating professional relationships with a wide range of people</p> <p>Developing easy to read and technically accurate policies and processes</p>
<b>SKILLS AND ABILITIES</b>	<p>Excellent communication skills including the ability to convey empathy, and to constructively and supportively challenge others</p> <p>Able to effectively engage, motivate and performance manage volunteers</p> <p>Able to deliver dynamic, professional training</p> <p>Able to translate strategy and policy into effective service delivery, including developing clear, concise guidance, policies, and processes</p>
<b>KNOWLEDGE</b>	<p>An excellent understanding of how managing volunteers is different to managing employees</p> <p>Excellent understanding of principles of Restorative Justice</p> <p>Working knowledge of inspection and audit processes</p> <p>Understanding of Youth Justice legislation, and detailed knowledge of Referral Order Panels and guidance (2018)</p>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> </ul>

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|  | <ul style="list-style-type: none"><li>• <b>We are all responsible for the difference we make</b></li></ul> |
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