



OFFICE OF THE POLICE, FIRE AND CRIME COMMISSION

JOB DESCRIPTION

JOB TITLE: OPFCC Early Intervention and Youth Service Coordinator

SCALE: Scale 5

SUPERVISION AND CONTROL: Early Intervention and Youth Service Manager

PLACE OF WORK: Darby House, Wellingborough

HOURS OF WORK: 37

PURPOSE OF THE JOB:

To provide high quality administrative support to a front line operational team of family support, youth workers and Managers. Coordinating caseloads, inputting case sensitive information on to case management and referral systems. Coordinating feedback projects and providing analysis and evaluation on a wide range of projects to support the OPFCC Early Intervention and Youth Service in its work.

To help develop and maintain systems, processes and procedures for a range of project activities for the Early Intervention and Youth Services.

MAIN RESPONSIBILITIES:

1. Support Managers at case allocations meetings, completing process tasks including data inputting of sensitive case information.
2. Make contact with referrers with referral decision outcomes.
3. Coordinate partner agency feedback. Producing monthly information reports.
4. Coordinate and manage online bookings for group interventions.
5. Contact families referred to the team with updates.
6. Co-ordinate team training/presentations for partner agencies.
7. Monitor daily information relating to home visits and be the point of contact for the team.
8. Manage diaries for the management team.

This is a Politically Restricted Post. This post falls within the “politically restricted” category under the Local Government and Housing Act 1989. The detail of the restrictions this places upon you are as outlined in the Statement of Main Terms.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full-time and subject to the conditions of service of the Police Support Staff Council. Requests for flexibility of working will be considered.

The annual leave entitlement is 23 working days with an additional 5 days after 5 years continuous service.

PERSON SPECIFICATION

ROLE SPECIFIC ESSENTIAL CRITERIA

- 1 Educated to degree level or have equivalent experience and able to demonstrate good literacy and numeracy skills.
- 2 Experience of customer facing interactions and ability to deliver complex information verbally and in writing.
- 3 Ability to prepare and write reports to summarise information and identify key issues appropriate to a wide range of audiences.
- 4 Ability to use and interpret statistical data, including use, interrogation and maintenance of statistical and data management systems.
- 5 Proven ability to lead projects and direct resources to deliver agreed objectives within defined timescales.
- 6 Excellent IT skills, in particular the use of Excel or equivalent to analyse and interrogate data.
- 7 Knowledge of Public Sector operations and legislation, to include local government, policing or health related organisations.
- 8 Excellent organisational skills to manage own workload and co-ordinate the inputs of others to meet challenging deadlines.
- 9 Sound awareness of equalities and the ability to demonstrate an understanding of the issues in relation to policing, fire and rescue, community safety and early intervention.
- 10 Excellent written and oral communications skills to an advanced level including preparing and presenting complex reports.
- 11 Experience and understanding of working in a confidential and politically sensitive environment. Ability to exercise appropriate discretion, tact, diplomacy, confidentiality and judgement on issues of significance and importance, and when dealing with politicians, senior government officials and chief officers at the highest level.
- 12 It is essential the job holder has an ability to work on their own initiative and with minimal supervision of direction plus a willingness to work flexibly as an effective team member.

13 To have a proactive approach towards workload and to be able to focus under pressure and meet deadlines while working with meticulous attention to detail.

GENERIC ESSENTIAL CRITERIA

1. Serving the Public

Demonstrates a real belief in public service, focusing on what matters to the public and will best service their interests.

2. Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Takes an innovative and creative approach to solving problems.

3. Service Delivery

Understands the organisation's objectives and priorities, and how own works fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes.

4. Professionalism

Acts with integrity and maintains confidentiality at all times, in line with the values and ethical standards of the OPFCC. Acts on own initiative to address issues, showing a strong work ethic and demonstrates extra effort when required.

5. Decision Making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely and justifiable decisions.

6. Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Is courteous, polite and considerate, showing empathy and compassion.