

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Children Young People and Education

DIVISION: Childrens Social Care

JOB TITLE: **Guide**

ROLE PROFILE

Job Title:	Guide
Directorate:	Children Young People and Education
Division:	Childrens Social Care
Grade:	Grade 10
Hours (per week):	36 (3 Year fixed contract)
Reports to:	Lead Guide
Responsible for:	<p>Take responsibility for achieving individual and Practice outcomes through outstanding practice consistent with the SHiFT Framework and the SHiFT ethos of high trust and high expectations. This includes a determined commitment to anti-racist and anti-oppressive practice, and highly flexible, tailored, tenacious, and intensive support for children and families, drawing on evidence-based interventions, to do whatever it takes to break cycles of crime. Use expertise and experience alongside the Breaking Cycles ingredients and the SHiFT Framework to maximise success.</p> <p>SHiFT Guides are expert practitioners with the dedication and passion to deliver exceptional outcomes for children within a fast paced, high trust and high expectation culture.</p>
Role Purpose and Role Dimensions:	<p>Work flexibly and intensively, with a small number of children and families to deliver exceptional outcomes and break the destructive cycle of crime using the Breaking Cycles™ ingredients and SHiFT Framework, including out of hours and weekends, finding the hook that promotes positive and sustainable change.</p>

Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Other Local Authorities (including schools), other health professionals/agencies, voluntary and independent sector providers (eg fostering agencies), foster carers/residential staff, the secure estate (ie YOI's, STC, SCH's) Metropolitan and Borough Police, Court, Violence reduction unit.
Key Internal Contacts:	People Department and Children's Services, other key council departments including Youth Justice Service and Education CSE/Missing Intelligence Team, Early Help Hub, Adults Social Care, Legal Services
Financial Dimensions:	NA
Key Areas for Decision Making:	SHiFT Croydon is an 'insider-outsider' partnership: a Practice that's hosted by Croydon Council with staff employed through the Council, and supported and developed by SHiFT working to SHiFT's Breaking Cycles™ practice model. SHiFT Practices are highly skilled, multidisciplinary teams of professionals – SHiFT Guides – who get alongside the children and young people who are among the most disadvantaged and vulnerable and causing the most prolific and damaging harm to themselves and others. SHiFT Guides do not define children by their problems or behaviour, starting instead with aspiration, supporting children to change their perceptions of themselves and to challenge others' perceptions of them. SHiFT is unconstrained by artificial barriers such as age limits, service thresholds or local authority borders which means we are able to reach children and stay with them, wherever they are and wherever they go. We stay with each child for at least 18 months and SHiFT Guides work with no more than six children at any one time. We are there, to do whatever it takes, to enable children to have the safe and bright futures they deserve.
Other Considerations:	The successful candidate must be willing to work flexible. The role may include working weekends and evening. The

successful candidate must be able to drive and willing to travel.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Key Elements:

- To maintain electronic records on the case recording system that evidences engagement with adolescents and their families/carers and reflects their views.
- Work tenaciously to achieve individual and Practice outcomes through outstanding practice consistent with the SHiFT Framework and using expertise and experience alongside the Breaking Cycles[®] ingredients. This includes a determined commitment to anti-racist

and anti-oppressive practice, and highly flexible, tailored, and intensive support for children and families, drawing on evidence-based interventions, to do whatever it takes to break cycles of crime.

- Work flexibly and intensively, with a small number of children and families to deliver exceptional outcomes and break the destructive cycle of crime using the Breaking Cycles™ ingredients and SHiFT Framework, including out of hours and weekends, finding the hook that promotes positive and sustainable change.
- Build strong relationships with fellow professionals, influencing their perceptions and narratives about the children and families, modelling practice that reflects the SHiFT way of working and encouraging other agencies to recognise this.
- Take a proactive role in SHiFT Practice routines, including one to ones, Child and Family Practice Discussions (group supervision), data reporting, and keep excellent and timely records across all required systems. Be part of a continuous learning culture where there is high challenge and a focus on

improvement and exceptional quality in all aspects of work.

- Embed a continuous learning ethos both individually and within the SHiFT practice, including involvement in reflective practice discussions, training and learning events, and demonstrating and maintaining healthy and professional boundaries.

Work effectively as a key member of the SHiFT Middlesbrough Practice, working with a high level of autonomy, and taking on leadership roles and responsibilities, supporting the Lead Guide and the whole SHiFT Practice.

Contribute to and be creative in the development and delivery of the SHiFT Practice, ensuring continuous improvement and actively contributing to the development of the SHiFT practice model nationally by being flexible, sharing what works and being open to working closely with SHiFT's Practice Development Team.

Ensure all practice matters relating to child protection and safeguarding are dealt with promptly and in line with local safeguarding arrangements and policies. Work collaboratively with professionals from within the Youth Justice Service and Children's Social Care and other relevant services and departments where safeguarding or other risks are identified.

Perform all duties in line with the Croydon and SHiFT's staff values.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:

SHiFT Guide

Essential knowledge:

1. Knowledge of evidence based effective practice and interventions with adolescents.
2. Knowledge of adolescent development and the impact of trauma and ACEs.
3. Knowledge of legislation pertaining to children and families.
4. Previous experience, success in, and a passion for developing a team.
5. Experienced practitioner able to evidence experience and professional commitment to a persistent, flexible and tenacious practice model; able to identify the “hook” that motivates a young person to think, reflect and begin taking steps towards a better life.

Essential skills and abilities:

1. Possess relevant qualification or equivalent relevant experience - DipSW, Degree in Social Work, Qualified Probation Officer, PCEP (Professional Certificate in Effective Practice), NVQ Level 4 in Community Justice
2. Strong organisational abilities including time management, creative-thinking, problem-solving and multitasking.
3. Outstanding communication and interpersonal skills that are open, honest, persuasive and pragmatic, including excellent negotiation and influencing skills.
4. Awareness of own strengths and areas for development and understand the importance of being part of a team with wide a range of skills and experience;
5. Advocating for the voices of those we are working with.

Essential experience:

1. Significant experience of delivering successful change through evidence-based approaches with children and young people who present with a range of complex needs.
2. Experience of working with professionals from other disciplines, overcoming interprofessional inertia and working in concert for better outcomes for children.
3. Experience of building strong partnerships, maintaining relationships and co-producing solutions to challenges across a diverse set of stakeholders, including children, young people and their families.

Special conditions:

SHiFT does whatever it takes to break the destructive cycle of crime and this requires high levels of flexibility and tenacity – working when and where we are needed, including evenings and weekends. We work around children and families, not the other way round.