

Youth Justice Service – Job Description

POST: Courts and Information Officer

GRADE: Scale 6

RESPONSIBLE TO: Performance & Information Manager

RESPONSIBLE FOR: None

BASIC OBJECTIVES OF THE POST

1. To support the deployment of information systems within the Youth Justice Service.
2. To support the work of the YJS Performance and Information Manager in providing performance information and provision of a high quality, customer focused administrative support.
3. To provide comprehensive, effective administration support in relation to Youth Justice Service (YJS) Court services.

MAIN DUTIES & RESPONSIBILITIES

1. To utilise IT systems including the YJS case management system and MS Excel to produce accurate statistical data for the management team and other agencies.
2. To act as a first line of support for queries relating to the YJS case management system (Childview).
3. To be solely responsible for providing training for all staff on Childview usage. To assist in the development and maintenance of training guidance for all users.
4. To liaise with the CACI support line for Childview-related problems.
5. To assist in the preparation of quarterly and annual statistical returns to the Home Office - Youth Justice Board.
6. To maintain an understanding of the annual Youth Justice Board Counting Rules and any legislation pertaining to Youth Justice.

7. To obtain information, statistical and otherwise, for the measurement of performance targets. To undertake research and contribute to reports when requested.
8. To meet weekly, monthly and quarterly deadlines set and organise own workloads efficiently. To collect all forms of evaluative information, providing required data within set deadlines.
9. To collect and produce statistical research on behalf of the Performance Information manager. Produce monthly data reports in line with the Reports Timetable.
10. Solely responsible for monitoring the effectiveness of groupwork and relaying this information to the Performance Information Manager.
11. To perform data cleansing and reports using the Childview database on a monthly and ad-hoc basis to ensure accuracy of information.
12. To assist in maintaining and developing effective record keeping and monitoring systems and inducting other staff in their use. To ensure that all Court results and information in relation to Haringey young people are accurately recorded and maintained on the YJS database. To ensure that all Court results and information in relation to all 'out of borough' young people is recorded and accurately communicated to out of borough YOTs.
13. To ensure that YOS colleagues are informed of relevant Court results, develop and maintain methods to relay information to the Service.
14. To liaise with relevant colleagues and partner agencies in preparation for Haringey Youth Court
15. To obtain and prepare comprehensive information in readiness for YOS colleagues attending Court
16. Attendance at Haringey Youth Court on a weekly basis, and otherwise as directed, to provide a comprehensive administration service on behalf of LBH.
17. To communicate effectively with other Court users including YJS, Magistrates, Crown Prosecution Service, Legal Clerks and legal representatives.
18. To monitor and maintain Court throughput records including Court lists and spreadsheets

19. To liaise effectively and professionally with staff, clients/carers and outside agencies, always presenting an efficient and welcoming image of the Service and Council.
20. To provide full cover and support for the YJS Management Team in the absence of the Performance & Information Manager and undertake any other temporary duties consistent with the basic duties and/or objectives of the post.
21. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
22. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, ie Hazardous materials and relevant processes/legislations etc
23. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
24. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
25. To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.

MAIN CONTACTS

1. CACI
2. Youth Justice Board
3. Youth Offending Teams
4. Haringey Council departmental services
5. Highbury Magistrates Court
6. Crown Prosecution Service
7. Solicitors

RESOURCES

- This position requires the postholder to undergo a CRB (Criminal Records Bureau) check.

Youth Justice Team – Person Specification

POST:	Courts and Information Officer
GRADE:	Scale 6
RESPONSIBLE TO:	Performance Information Manager
RESPONSIBLE FOR:	None

The Person

An experienced and competent Court and information officer providing support to the Youth Justice Service.

These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skill/experience potential meet some or all of them, as the shortlisting decision will be based on our assessment of you against these criteria.

The final assessment process will also seek to assess these characteristics.

Abilities/Experiences

- Experience of providing a full Court administrative role in a youth justice setting
- Experience of maintaining information systems/databases.
- Experience of data analysis and interpretation
- Ability to communicate tactfully and effectively with members of the public, staff, court staff and other agencies
- Ability to demonstrate excellent accuracy and attention-to-detail
- Ability to organise and prioritise workloads, work on own initiative and follow guidelines and procedures.etc.
- Ability to work to set weekly, monthly and quarterly deadlines
- Experience of using various I.T. applications.
- The ability to learn new IT systems quickly and be able to train others on its usage

Knowledge/Skills

- Knowledge of Youth Justice case management systems
- Knowledge of youth justice processes and procedures including Court terminology
- Advanced Word & Excel capabilities
- Learn new I.T. systems and be able to train others on its usage

- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policy
- Understanding, knowledge and ability to follow guidelines that ensures compliance to Health and Safety at Work, Data Protection and other statutory requirements.

Qualifications

- I.T. or Information Management qualification or ECDL

The employee's duties require the following activities: -

	Yes		Yes
Office duties	yes	Outdoor work / uneven surfaces	
Use of a computer	yes	Working at heights / on ladders / roof work	
Audio typing		Confined spaces	
Potentially confrontational work		Outdoor work or extremes of temperature	
Crisis or conflict situations		Driving a Minibus as part of duties or as a volunteer	
Management responsibility		Driving car / van as part of duty	
Tight deadlines	yes	LGV / PSV driving	
Walking 1+ miles during working day		Operating lift-truck, digger or crane	
Use of stairs	yes	Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)		Operating potentially hazardous machinery	
Regular and repetitive movements		Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up		Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods		Noisy environment (over 80dB[A])	
Working alone or in isolation		Radiation	
Working shifts / unsocial hours / nights		Respiratory e.g. dust, fume, solder	
Risk of infection e.g. TB, Hep B / Other		Vibrating machinery	
Teaching or responsibility for children		Preparing raw food / serving food	
Control and restraint		Other	