

**Additional Information for Barnardo's Team Manager Position based at  
Feltham Youth Offending Institution.**

Candidates are required to refer to all the points in the Person Specification, Job Description and this additional information sheet, to understand the context of the service described, and reflect this when completing their application. We are seeking an individual who can evidence relevant skills, qualities, knowledge or experience in both their work with children, management and leadership. Advocacy qualification training is available and candidates are asked to express their willingness to undertake this, if not already held.

Barnardo's is commissioned by the Ministry of Justice (MoJ) to provide an Independent Children's Rights and Advocacy (ICRA) service to children. Barnardo's has held this contract across England and Wales since 2008.

The ICRA service is child led and independent of the secure estate; our service is delivered across the 5 YOIs and one STC to ensure children can freely access support for a range of issues linked to their needs, rights & experiences of custody, resettlement, and safeguarding. This is a child facing service so we are seeking someone who can see the child, not the offence, who can hold children at the heart of all they do and be a voice for children.

The child's voice is held front and centre of the service and their own words have been captured to describe the service here:

"You feel more confident when Barnardo's is with you."

"They help sort issues or complaints, they help you understand your rights if you feel you ain't being treated right."

"They will help you get your voice heard, they are a voice for young people that don't want to speak and they talk to people for us when no one is listening."

"They help with advice on how to do things properly. They show how you can deal with things and help you get what you're entitled to."

The Team Manager position is based at Feltham YOI, and offers a mixture of remote and face to face support to teams of advocates, ensuring that children are safeguarded and process correctly followed. The post is remotely line managed by the National Development Programme Manager. The post holder will therefore need to be able to work autonomously, working to the requirements of the contract and the regimes of the YOI. The secure estate is a highly structured environment. As a Barnardo's service working within this environment, we are delivering support whilst still having to follow and adhere to this structure. There are a considerable number of regulations which have to be followed and can at times make the function of the job challenging.

The Team Manager will be responsible for monthly and quarterly reporting as well as auditing case files and evidencing impact to commissioners.

This role includes some lone working, in this challenging prison environment. It is therefore critical that the successful candidate is able to follow guidance and policy, and is able to take a proactive and individual responsibility to understand and access the support mechanisms in place and encouraged by the service as required. Due to the complex nature of the children we work with and the environment, it is essential that you are a reflective manager and able to participate in, and lead reflective case discussions.

It is strictly forbidden, and may result in criminal proceedings to bring a mobile phone, SIM or USB, on site. This also applies to iPhone watches and fitbits. As such, you are required from the point of application, to familiarise yourself with [Offender Management Act 2007](#) in terms of 'Conveyance of prohibited articles into or out of prison', and the relevant update [Section 45 – Crime and Security Act 2010](#).

This unique role, requires the successful candidate to work to expected professional standards issued by the secure establishment, further to Barnardo's standards and Code of Conduct. The secure estate and the YOI/STC are governed by strict and often legal requirements, which you will need to follow if successful in this appointment. You will receive both a Barnardo's and Secure Estate induction. At all times you will be encouraged to ask for clarity on anything on which you are unclear about. The expectations to manage the demands of the prison environment, and those of Barnardo's will require the skills and experience to confidently develop positive relationships as there may often be differing priorities.

The nature of the secure estate environment is challenging. It can be loud, busy, fast paced, volatile and high risk. It also requires a significant amount of walking throughout units, landings and stairs, and across sites which are not all easily accessible. The secure estate does not have the provision of lifts between floors/landings, and also requires individuals to unlock, lock, open and close heavy prison doors and gates. The successful candidate will therefore be required to be reasonably fit.

Evening and weekend rotas apply to the service and therefore this would be a requirement. The role requires flexibility to meet the needs of the Service. Patterns of work will be discussed further with those shortlisted for interview.

The position is subject to MoJ security clearance, checks and vetting, and also includes Baseline Personnel Security Standard and Enhanced DBS.

It is a requirement that candidates demonstrate professional boundaries of an independent service, and the ability to maintain an independent position to that of staff employed by the establishment in line with the Definition of Independent Visitors (Children) Regulations 1991. [Definition of Independent Visitors \(Children\) Regulations 1991](#) and include where the person appointed is connected with any organisation responsible for accommodating the Young Person by virtue of being:

- a member of that organisation
- a patron or trustee of that organisation
- an employee of that organisation, whether paid or not
- a spouse or co-habiting partner of any such person.

It is a requirement that candidates have the ability to demonstrate independence from Ministry of Justice, Youth Custody Service, Youth Justice Board, G4S and MTC Novo, and potentially other agencies which Barnardo's may deem a conflict of interest in providing independent support to children in custody.

This is a permanent position.

## **Job Description**

### **For Safety and Security:**

- Maintain awareness and responsibility for yours and your team's personal safety when lone working, and in a volatile and high risk environment on site and raise issues with the establishment and senior management team for the service;
- Maintain awareness and responsibility for security on site using the processes and staff in place to raise security concerns.

### **For Staff:**

- Provide Barnardo's service management at the secure establishment (and cover arrangements at other establishments as required);
- Access and provide access to regular supervision and team meetings;
- Support team's wellbeing and safety with effective management and leadership and through regular and recorded contact and informally as needed;
- Maintain a commitment to ongoing personal development;
- Attend training offered, including all Barnardo's and establishment mandatory training;
- Maintain, and support your team to maintain, an independent position to that of staff employed by the establishment and other agencies;
- Contribute to positive, solution-focussed team working by sharing knowledge, skills and experience and supporting and advising colleagues as necessary.

### **For Service User Support and Contract Activities:**

- Monitor and quality assure contract delivery indicators and contractual obligations, proactively reducing barriers to effective delivery as and when they arise to ensure contract compliance;
- Ensure whole team's accurate and timely recording of data and information, in line with policy and protocol, including through monitoring and sampling;
- Complete data submissions and reporting, monthly;
- Ensure compliance with GDPR legislation and protocol;
- Ensure safeguarding is rigorous, effective and well supported, in line with policy, protocol and process, and support wider service staff with safeguarding queries;
- Ensure whole team engagement with children is maintained through personable, respectful, positive and child-centred relationships;
- Support engagement with the service through ensuring team's child-led practice, trauma informed approaches and purposeful activity in all areas of contract delivery, in line with UN Convention Rights of the Child and Department of Health Advocacy Standards (2002);
- Contribute to service development activities and support the participation of children in this respect;
- Attend establishment meetings, chair Barnardo's quarterly service meetings and attend other meetings as required (on site and off site);

- Hold a small caseload of direct work with children as determined by service needs;
- Support complex cases/issues, including with multiagency liaison;
- Support gaps in staffing
- Ensure the team's co-operative work with secure estate partners and children's services, health agencies, education providers and other agencies in order to provide the most effective service for children;
- Provide education opportunities to our partnership colleagues on the service aims and rights of children;
- Ensure all service aims and objectives are maintained and to a good standard of delivery.

## **Person Specification**

### Essential criteria

- Supervisory or line management experience
- Experience of direct work supporting children exhibiting disaffection, complex needs and challenging behaviours
- Demonstrable awareness and knowledge of factors impacting children in custody
- Practice and policy led experience, and a strong knowledge, of safeguarding children legislation, including the role of the Local Authority Designated Officer
- Knowledge of some of the legislation relevant to the service, for example the criminal justice system, SEND, social care, immigration, health services and resettlement & pathway support
- Effective and efficient recording skills linked to service user information, including an awareness of the importance of this
- Required to complete Level 3 Advocacy Qualification
- Practice led knowledge of the Department of Health Advocacy Standards (2002) and UN Convention for the Rights of the Child
- High level of IT proficiency in Microsoft word, excel and outlook
- Willingness and ability to work evenings and Saturdays on rotation, as required
- Motivation, resilience and a proactive and solution focussed approach
- The ability to challenge authority in a productive and positive manner

### Desirable criteria

- Experience of distance management or awareness of the tools and skills required to do this
- Experience of direct work with children in custody, secure settings, youth justice
- Management oversight of safeguarding processes
- Knowledge, understanding and application of a rights-based approach using the United Nations Convention on the Rights of the Child or other relevant legislation;

- Knowledge, understanding and application of the National Standards for the Provision of Children's Advocacy Services (DoH, 2002).
- Experience of lone working and working unsupervised in a high risk environment.

Please evidence your skills and qualities relevant to this service, position and environment.