

Job Description
Youth Support Worker
Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£23,496 - £23,825 (pro-rata)	Grade:	JNC 5 - 6 Unqualified
	£24,121 - £26,341 (pro-rata)		JNC 7-10 Qualified
Reports to:	Professional Range Youth Worker	Staff responsible for:	Range of Operational Youth Work Staff. Usually c. 2-4 direct reports

Job Purpose

Reporting to a relevant Professional Range Youth Worker, post holders will work in partnership with youth workers across their team to deliver youth work programmes to young people. They will be aligned to one of the nine delivery team areas;

- Lancaster
- Wyre/Fylde
- Preston
- Chorley/South Ribble
- West Lancashire
- Hyndburn/ Ribble Valley
- Rossendale
- Burnley
- Pendle

Post holders will deliver youth work and services at identified venues, projects or detached work, and will contribute to supporting arrangements around youth participation in their nominated area team. They will specifically be focussed on assisting professional range staff with the design, planning and evaluation of programmes for one or more regular youth provision and/or projects, or an area of curriculum or service development.

They will line manage a group of assistant youth support workers linked to the delivery of these programmes.

They will provide high quality informal education prevention and early intervention opportunities for young people to help achieve their personal and social development, make informed decisions, have a place in their community and, ultimately, to reach their potential and make a successful transition to adulthood.

They will build positive relationships with young people and provide strong role modelling of positive adult behaviours.

They will be able to use judgment to re-shape their responses to deal with new emerging needs and unforeseen issues, seeking guidance from Professional range youth workers and making practical decisions within closely defined policies and procedural guidance.

Supporting the service in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. Understand and assess the needs of young people to correctly plan and deliver programmes related to areas such as health, lifestyle, smoking, drugs, gangs, violence, relationships and bullying
2. Plan and prepare to run a range of programmes of activities which meet identified needs and support young people in different settings
3. Develop a relationship with young people based on respect and trust, ensuring they have a safe place to develop their identity and place in society
4. Establish boundaries and challenge inappropriate behaviour during group based programme delivery
5. Mentor, coach and support individuals, encouraging greater social inclusion
6. Manage and co-ordinate the work of a group of assistant youth support delivery staff to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs.
7. Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety, and local policy developments
8. Resource and building duties and responsibilities, which may include: opening up buildings for service delivery use and securing after, preparing buildings/resources, checking their suitability for use; reviewing building and/or resource risk assessments for activities; reporting faults, hazards and & maintenance issues; liaising with other building users
9. Undertake administrative tasks which maintain effective recording systems for youth work
Respect confidentiality and explain to parents/carers when there is need to share information with others in order to protect children.
10. Demonstrate consistently high standards of practice that put the needs of young people at the forefront of all activity.
11. Account for their use of resources and expenditure from agreed budgets deployed to support a response to the needs of children, young people and families
12. Identify opportunities for improving day to day procedures and processes within the team or work area, and contributing these to team planning, to support the continuous improvement of services.
13. Operating in accordance to service policy and procedures and relevant standards for youth work.

14. Monitoring, review and evaluate their own performance against the team's objectives by engaging with the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
15. Visibly and actively supporting and promoting the corporate activities and the values of the Council.

Other

1. Flexible application of working hours to respond to needs arising from delivering a service which predominantly operates outside core daytime working hours. The post holder will have a flexible working pattern to include regular evening and occasional weekend working. The role involves inside and outside duties depending on the activities arranged, in accordance with service needs.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
Youth Support Worker
Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
NVQ/RVQ 3 Locally recognised JNC Qualification in Youth and Community Work (The option is held to appoint to this post where this essential qualification is not already in place. In such circumstances, the candidate will be expected to undertake this qualification within a reasonable period and will be appointed on the trainee scale (JNC 7-10) until this is achieved)	E	A
Professional and/or academic level 3 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	D	A
Experience:		
Experience of working with young people in a variety of settings which demonstrate the ability to engage young people in challenging issues and activities which affect their lives	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families	D	A, I
Knowledge and Skills:		
A strong commitment to young people and an understanding of the factors affecting their lives	E	A, I
The ability to provide reliable support to young people and act with integrity in times of stress	E	A, I
Well-developed interpersonal skills, with the ability to establish and maintain good relationships with young people	E	A, I
Patience, tolerance, flexibility and a great deal of resilience	E	A, I
Ability to design, deliver and evaluate appropriate curriculum-based programmes for young people resulting in clear learning outcomes for participants.	E	A, I
The ability to treat young people's concerns with respect, tact and sensitivity, while being aware of the limits that are required by confidentiality, (Fraser) competence and the boundaries that govern the youth/youth worker relationship	E	A, I
Working knowledge and understanding of the work practices, processes and procedures relevant to youth work	E	A, I
Good understanding of the developmental milestones of young people and the issues that affect them in contemporary society	E	A, I
Ability and skills to supervise staff, including ability to delegate tasks and track performance.	E	A, I

Good written and verbal communication skills	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Ability to work as member of a team.	E	A, I
Ability to work without close supervision.	E	A, I
Ability to drive County minibus, mobile centres and other vehicles and/or willingness to undergo MiDAS training	E	A, I
Ability to work flexibly, up to 3/4 evenings a week, occasional weekends & residentials and during school holiday periods.	E	A, I
Ability to use management information systems to ensure ongoing record of performance and progress towards targets and objectives within the service.	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I