

## **Job Description**

**Job Title: Youth Support Worker**

**Reports to: Service Manager**

**Salary: £23,500**

**Location: South Norfolk**

### **Purpose**

To provide personalised assessment/support to young people across the South Norfolk district using youth work methodology and the Prospects Resilience Programme to support engagement in positive activities to reduce the risk of statutory intervention.

### **Main Duties and Responsibilities**

1. Manage a caseload of young people aged 13-19 within a locality with the flexibility to work across localities if required.
2. Assess the needs of young people using the resilience compass assessment tool.
3. Provide individualised interventions based on identified need to support young people engage with relevant and appropriate positive activities.
4. Deliver services in an outcomes driven environment and able to meet challenging targets.
5. Work proactively with parents, carers and others who influence young people, enabling them to become involved in and support young people's decision making.
6. Work flexible hours as required meeting the needs of the service (this to include evening work and some Saturdays).
7. Carry out other reasonable and relevant duties as commensurate with the post.

### **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to

promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Youth Support Worker</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>Relevant professional qualification e.g. L3 in Youth and Community Work, Health and Social Care or allied occupation. <b>(E)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Significant experience of working directly with young people aged 13 – 19 in formal or informal settings involving assessment of needs and implementation of interventions to overcome barriers. <b>(E)</b></li> <li>Experience of using a range of approaches to engage, establish and maintain relationships with young people. <b>(E)</b></li> <li>Experience of administration and of using computerised record systems. <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>Able to use digital technology to engage with young people and support the delivery of services. <b>(D)</b></li> <li>Ability to organise own work to meet targets and deadlines and to manage conflicting work pressures and deadlines. <b>(E)</b></li> <li>Ability to be innovative and solve problems with an ability to bring new ideas to delivery that engage and excite young people. <b>(E)</b></li> <li>Effective interpersonal skills in order to establish and develop relationships quickly with a range of contacts, including parents and carers, professionals working with young people, as well as young people themselves. <b>(E)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>Excellent oral and written communication skills, including the ability to prepare and present reports. <b>(D)</b></li> <li>Commitment to the development of own professional practice. <b>(E)</b></li> <li>Willingness to work flexible hours including evenings and weekends. <b>(E)</b></li> <li>Willingness to travel around the County to meet with young people and agencies. <b>(E)</b></li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>This post requires a Disclosure and Barring Service Check at a Enhanced level <b>(E)</b></li> </ul>

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**