

## HRF20 Job Description

Post	Youth Support Worker
Job Purpose	To provide personalised assessment/support to young people within a specific locality using youth work methodology and the Prospects Resilience Programme to support engagement in positive activities to reduce the risk of statutory intervention.
Location	Norfolk – Locality to be confirmed
Line Manager	Service Coordinator
Job Category	Child Workforce
DBS Disclosure	Enhanced with barring list check

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

### Job Description

- Manage a caseload of young people aged 13-19 within a locality with the flexibility to work across localities if required.
- Assess the needs of young people using the resilience compass assessment tool.
- Provide individualised interventions based on identified need to support young people engage with relevant and appropriate positive activities.
- Use of digital technology to enhance services for young people including the use of the CONNECT APP with all young people.
- Deliver services in an outcomes driven environment and able to meet challenging targets.
- Work within an equal opportunities framework to promote equality, diversity and the rights of the individual and to challenge stereotyping and prejudice.

- Work proactively with parents, carers and others who influence young people, enabling them to become involved in and support young people's decision making.
- Undertake training and other professional development as agreed with line manager to keep up to date with legislative and quality practice developments relating to provision of service.
- Work within professional standards and ethical boundaries and maintain confidentiality and manage information in a manner that satisfies data protection requirements and adheres to the principle of informed consent of young people.
- Maintain up to date and accurate manual and computerised case records within Prospect's guidelines and procedures.
- Work flexible hours as required meeting the needs of the service (this to include evening work and some Saturdays).
- Carry out other reasonable and relevant duties as commensurate with the post.

## Personal Specification

- Passionate and committed about supporting young people and ensuring positive outcomes are achieved with vulnerable and complex cases.
- Able to use digital technology to engage with young people and support the delivery of services.
- 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.
- Relevant professional qualification e.g. L3 in Youth and Community Work, Health and Social Care or allied occupation. .
- Experience of using a range of approaches to engage, establish and maintain relationships with young people.
- Solid understanding of the principles underpinning equality of opportunities and valuing diversity.
- Excellent oral and written communication skills, including the ability to prepare and present reports.
- Ability to organise own work to meet targets and deadlines and to manage conflicting work pressures and deadlines.
- Ability to be innovative and solve problems with an ability to bring new ideas to delivery that engage and excite young people.
- 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.
- Commitment to the development of own professional practice.
- Experience of administration and of using computerised record systems.
- Willingness to work flexible hours including evenings and weekends.
- Willingness to travel around the County to meet with young people and agencies.