

Job Description

Job title	Youth Support Worker
Directorate	PEOPLE : Children and Adults
Division	Medway Youth Service, Provider Services
Range	JNC Youth 5-8
Reports to	Youth Development Worker

Main purpose of the job:

The Youth Support Worker helps deliver safe, friendly and inclusive youth work sessions for young people aged 8–19 (up to 25 for those with additional needs). The role supports young people’s personal and social development through programmes that reflect their interests, ideas and needs.

The post holder promotes a positive and supportive environment, encourages participation, and helps young people shape and evaluate the service.

To promote a safe, friendly and supportive atmosphere; developing an imaginative programme of activities that meets the needs of young people attending the project, whilst ensuring that young people are actively involved in the delivery and evaluation of the youth service.

All staff working in the department have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of service users.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

- Deliver engaging, inclusive and safe youth work sessions that support young people’s personal and social development. Sessions should reflect the Youth Work curriculum and respond to young people’s ideas, views and interests.

- Build positive relationships with young people using a youth work methodology, modelling respect, consistency and clear professional boundaries.
- Contribute to planning, delivery and evaluation using agreed Youth Service tools and processes, encouraging young people to take an active role in shaping programmes.
- Support the collection and recording of session data and feedback to help demonstrate learning, development and impact.
- Ensure the youth work environment and any equipment used is safe, well prepared and welcoming. Report concerns or risks to the Youth Development Worker promptly.
- Work collaboratively with staff, volunteers and partners to support a joined-up offer for young people in Medway.
- Undertake other appropriate duties in line with the job purpose, as agreed with management.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Accountabilities to Children and Young People

For CSC roles only – to be deleted for all other divisions

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.

- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Youth Development Worker.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

Financial Accountabilities- The post holder will be expected to collect monies from young people for activities or trips. Any money must be accounted for and cashed up at the end of a session.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

- The post holder will work in a Youth Centre or project within the Medway Area, including the possibility to link in with Children and Families Hubs. Staff are expected to work flexibly across Medway in locations other than at the normal office base.

- A session is usually considered to be 3hrs and usually incorporates early evenings, although other work may include weekends, residential and school holidays).

- Youth Support Worker can work up to 8 anti-social evening sessions in any fortnight. Anti-social hours are considered to be any hours outside 9-5, Monday to Friday. Any worker may be required to work at a reasonable alternative work place, in response to service requirements.

Person specification

Qualifications

Essential

- To hold, or be willing to work towards, an NVQ/QCF Award in Youth Work or another relevant educational area, or equivalent.
- Demonstrable experience and understanding of social education
- Level 2 Functional Skills – Grade A*-C or equivalent.

Desirable

- A qualification in an area that enhances the youth worker curriculum, such as sports, music, cookery, arts, media etc
 - Certificate in Food Hygiene
 - Qualification in First Aid.
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Knowledge

Essential

- Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary.
 - Ability to plan and set objectives, initiating ideas for managing their own workload.
 - Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs.
 - Commitment to equality and diversity, accepting differences and treating everyone fairly.
 - Previous experience of supervising others, ensuring team morale is maintained and individual's workloads are monitored.
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Experience

Essential

- Demonstrable experience of working with children or young people with learning and/or physical disabilities.
 - Recent experience in a school, youth club/ project or other relevant community setting.
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Skills

Essential

- An ability to work to own initiative to develop programmes and contribute to the operational development of Youth Service.

- Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organization.
- Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines.

Desirable

- Post holders should have key skills in one of the following curriculum areas: mechanics, sports development, media and technology, cookery, arts and crafts, health work, music