

Job Description

Youth Worker (Professional Range)

Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£29,579 - £32,036 <i>(Trainee range - £26,437 – £28,787)</i>	Grade:	JNC 18-21 <i>(Trainee range – JNC 14-17)</i>
Reports to:	Team Leader targeted youth support	Staff responsible for:	Range of Operational Youth Work Staff. Usually c. 2-4 direct reports

Job Purpose

Reporting to a relevant Team Leader targeted youth support, post holders will work in partnership with other youth workers in their team to both deliver and oversee/manage targeted youth work programmes and support focussed principally on one of the following geographical team areas;

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

Post holders will undertake, coordinate and deliver youth work and services through identified venues including outreach, detached work and youth participation. They will enable young people to access a wide range of opportunities and receive information and support whilst targeting those most vulnerable young people and with the greatest need. 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 plan, deliver and evaluate youth work programmes with learning and development outcomes for young people. They will use evidence based interventions, engage young people through building relationships and provide strong role modelling of positive adult behaviours. They will work cooperatively and across the wider early help delivery themes to ensure that service users receive a seamless service.

They will also have responsibilities for delivery planning and providing frontline supervision to lower graded youth work delivery staff to enable them to deliver targeted youth work services meeting well defined, short term deliverables. In line with their management support role, they will provide thematically focussed guidance and management support to frontline youth work delivery staff across the relevant team footprint, through both professional experience and theoretical knowledge.

Post holders will be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures, and making practical operational decisions within closely defined policies and procedural guidance.

Post holders will be expected to regularly undertake evening and occasionally weekend work to meet the needs of communities and children and young people. They will be expected to both deliver and manage street based and outreach activities and be tenacious in seeking to develop relationships with young people and potentially work peripatetically across localities to meet business needs.

Post holders will be required to take a proactive approach to developing new responses to the changing and emerging needs of young people. They will be required to work in a strengths-based and restorative way with young people and have well developed skills to develop strong relationships with others. At a local level, post holders may be involved in identifying youth programme funding opportunities including through marketing and selling youth work programmes and projects to schools, colleges and others.

Supporting the Team Leaders targeted youth support in the delivery and continuous improvement of early help youth work 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. Manage and co-ordinate the work of a group of frontline early help youth work delivery staff to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs.
2. Work across delivery teams to deliver group and individual work to young people; daytimes, evenings and residential, using a planned youth work curriculum.
3. Initiate, plan, promote, deliver and evaluate informal education opportunities to improve young people's personal and social skills which result in identifiable positive outcomes
4. Work in partnership with families and other key people in the young person's life, as well as with professionals from other organisations involved with young people such as social care, health, police, education, youth offending teams and local authorities, in order to build a strong support network
5. Performance manage a team of youth support workers and assistant youth support workers, to plan, deliver and evaluate youth work in projects, programmes and with individuals.
6. Ensure that effective needs analysis, including where appropriate, early help assessment, are completed and acted on so that the needs of young people are identified and met
7. Actively enabling the involvement of young people in the development, planning, delivery and evaluation of services.
8. Provide individual support to identified young people who have been identified as part of service pathways.

9. Monitor evaluate and record youth work practice and services for which they are responsible using identified quality assurance systems and the evaluation and planning process. This may include providing written reports on the progress of specific areas of work
10. Contribute to the development of the Service through team meetings including representing the team at internal and external meetings and working groups.
11. Manage the performance of a group of staff, following council policies and procedures e.g. sickness monitoring.
12. Identify and act upon opportunities for improving day to day procedures and processes within the team or work area, to support the continuous improvement of services.
13. Act as a professional point of technical reference for the team, providing suggested practice strategies, guidance on the more complex issues and monitoring adherence to relevant standards.
14. Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service.
15. Manage resources deployed for the delivery of the work area, and/or influence decisions about larger budget allocation to meet work objectives, to ensure appropriate resources are available to run the team or work area.
16. Implement service policy and procedures and undertake tasks in terms of embedding new procedures, assisting with preparation for inspections, reviewing assessments and analysis of key performance data sets in relation to the work area.
17. Work with the managed group of staff to undertake suitable preparation, planning and evaluation of service delivery in the work area, ensuring efficiency, effectiveness and continuous improvement.
18. Provide on the job training, mentoring and guidance to less experienced members of staff around key service policy and procedure to ensure they are able to develop the necessary skills to deliver in their role.
19. Regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision in relation to early help service delivery
20. Maintain effective systems for monitoring, reviewing and evaluating directly managed staff and own performance against the team's objectives using the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
21. Support the health and well-being of team members including the promotion of a positive work-life balance
22. Visibly and actively supporting and promoting the corporate activities and the values of the Council.
23. Lead people in an inclusive way to deliver their operational objectives.

Other

1. Flexible application of working hours to respond to needs arising from managing and delivering a service which predominantly operates outside core daytime working hours. The post holder will have a flexible working pattern to include 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 Worker (Professional Range)
Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Nationally recognised JNC qualification for Youth 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 14-17) until this is achieved).	E	A
Professional and/or academic level 5 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	D	A
Experience:		
Experience of working effectively as part of a diverse team to achieve targets and meet deadlines.	E	A, I
Experience of supervising staff, including ability to delegate tasks and track performance.	E	A, I
Substantial experience in delivering early help support/services to children young people and families	E	A, I
Experience of managing budgets and/or resources deployed to assist with the delivery of service provision	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for service delivery	E	A, I
Knowledge and Skills:		
Ability to design, deliver and evaluate appropriate curriculum-based programmes for young people resulting in clear learning outcomes for participants.	E	A, I
Comprehensive understanding of the work practices, processes and procedures relevant to the role	E	A, I
Empathy and sensitivity to the needs of staff delivering complex and demanding public services	E	A, I
Strong range of staff management skills and workforce development techniques	E	A, I
Patience, tolerance, flexibility and a great deal of resilience	E	A, I

Well-developed interpersonal skills, with the ability to establish and maintain good relationships with young people	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
Good written and verbal communication skills	E	A, I
Ability to assess, prioritise, plan and review in a negotiated way with young people and partner agencies	E	A, I
Ability to informally coach, guide and mentor less experienced staff.	E	A, I
Ability to influence others practice based on technical or professional expertise.	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Ability to challenge stereotyping and advocate on behalf of young people.	E	A, I
Ability to use and interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	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
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