

Young People's Worker

Role Profile

Service: Youth Engagement Service
Band: Band 4
Reporting to: Team Leader
Responsible for: N/A



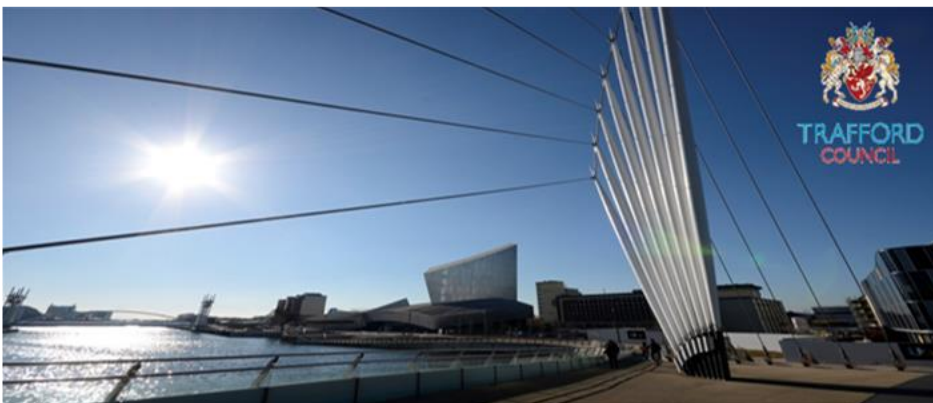
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Youth Engagement Service provides a wide range of opportunities for young people to access support and information in a safe, non-judgmental, and confidential manner.

Youth Workers co-ordinate and deliver one to one casework, groupwork and project activities to young people aged 11-19 (up to 25 for young people with additional needs or who are care experienced). The role will include delivering youth work interventions in centre based and community settings. You will work in one or more of the following teams:

- Talkshop: Centre based and outreach delivery
- Street Talk: Detached and locality Youth Work
- Young Bumps and Butterflies: Young parents and parents to be groups

Your Main Priorities

- To provide advice, information, guidance (IAG) and support to young people via the Youth Engagement Service. The post holder will provide a range of universal and targeted support to young people with a range of needs from the Talkshop in Sale and other outreach locations throughout the borough including schools, community venues etc. Delivery will include supporting universal IAG, sexual health and young parents work as well as specific projects for young people.

- The post holder will use their skills with specific caseloads of young people to assist them to improve their outcomes and provide informal education around any presenting issues. All work will be recorded on the relevant databases and monitoring systems and where appropriate will be shared with partners. Casework will be audited to ensure that it is in line with children's services.
- To work with community and statutory partners to deliver coordinated projects and interventions as part of a multi-agency team approach to delivering improved outcomes for young people. The project worker will support the local youth offer and work with voluntary, community and other groups to engage young people in their communities.

Key duties

- To provide general information advice and guidance (IAG) to young people both one to one and in groups at a range of suitable Centres and Outreach locations.
- To establish and maintain relationships with colleagues, young people and other agencies.
- To deliver a range of universal and targeted interventions to young people to including those in the following groups:
 - Children/young people who are NEET (Not in Education Training or Employment) or at risk of becoming NEET
 - Children/young people with mental health issues including deliberate self-harm
 - Young people who are homeless or at risk of family breakdown
 - Detached and locality youth work
 - Other groups or issue-based projects not listed above
- To work in partnership with other agencies both in co-delivering specific projects and to receive and make suitable referrals.
- To manage a caseload of young people including attendance at multi agency meetings and monitoring and recording of progress towards outcomes.
- To deliver sex and relationships education and supporting partnership delivery of young peoples sexual health clinics at various venues across the borough.
- To support delivery to young parents and pregnant teenager groups within Trafford.

- To support and develop partnership delivery for young people who are LGBTQ (Lesbian, Gay, Bisexual, Transgender or Questioning).
- To perform administration and reception duties including inputting of all interventions on the relevant databases, collation of data used for reporting purposes. Use of Microsoft Office applications.
- To proactively manage the behaviour of young people accessing services to support a safe and inclusive environment for all young people and staff.
- To work to Youth Engagement Service and Children's Services values, policies and procedures including safeguarding, social media policy, health and safety etc
- To attend relevant service and Council training and development, opportunities.
- To achieve targets and outcomes identified in annual performance reviews and regular management supervision sessions.
- To attend and contribute to staff meetings
- To support & mentor volunteers
- Any other duties commensurate with the grade of this post

About You

Qualifications and Professional Development

- Vocational Youth Work or Children and Young Peoples qualifications (Including careers guidance, youth justice etc.) to a minimum of NVQ Level 3 or above, or equivalent relevant professional qualification.
- Basic safeguarding training.

Experience and Knowledge

- Minimum 6 months experience of working (paid/unpaid) with young people.
- Interagency and partnership work.
- Experience of supporting young people who are at risk of being exploited or abused
- Delivering general advice and information & universal services
- Using Microsoft office and/or database applications to record activity
- Experience of challenging inappropriate behaviours in youth work or public settings
- Experience of delivering services to young people in one to one and group situations.
- Knowledge and understanding of the issues affecting young people.
- Knowledge of risk-taking behaviours and support available.
- Knowledge of child protection/safeguarding and health and safety issues relating to working with children and young people
- Knowledge of equality of opportunity legislation & practice

Skills and abilities

- Ability to form, develop and sustain relationships with young people
- Ability to facilitate groups and work one to one with young people.
- Ability to plan and deliver programmes of work.
- Ability to monitor, record and evaluate practice.
- Ability to work as part of a team.
- Ability to use Microsoft Office and database applications
- Ability to mentor/support volunteer

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- DBS required
- Unsocial hours/weekend work may be required

Date prepared/revised:

Prepared/revised by:

Job Evaluation:

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.