



Role Profile

Job Title: Senior Youth Engagement Worker	Grade/ Level: Q	Post Number: EO1405
Directorate: Children's Services	Job Family: Families and Community	Date Prepared: Version 29 Oct 2010 LC IYSMs Reviewed 25 Nov 2014 Ops Managers

Role reports to
Operational Manager

Job Purpose:

- To work as a Lead Professional for young people and families
- To build effective relationships with vulnerable young people and families
- To offer targeted support through preventative strategies and direct work as part of a multi agency team around the young person and their families
- To provide line management and supervision to members of the Youth Engagement Service

The post holder will work to promote:

- 1) Access to and participation in learning and work
- 2) Successful transition to adulthood
- 3) Emotional resilience
- 4) Strong and stable families
- 5) Healthy choices and lifestyles
- 6) The voice and influence of young people within their local communities.

The impact of this work will be to:

- 1) Increase participation and keep young people in Education, Employment and Training
- 2) Support young people whose families or support networks are breaking down or at risk of breaking down
- 3) Reduce the number of young people entering the care system late in their teens and minimise out of Borough Placements for young people
- 4) Reduce involvement in anti-social behavior
- 5) Reduce health inequalities

The work with vulnerable young people and their families aims to empower communities, build resilience and achieve the best outcomes, linked to the One Swindon priorities.

Key Accountabilities:

You will be required to:

1. Build effective relationships with a targeted group of young people in order to help them assess their

own needs with a view to overcoming barriers, building resilience and developing personal and social skills in order for them to meet their potential.

2. Deliver impartial advice, guidance and support to vulnerable young people, through 1:1 or group sessions, to enable them to make informed choices and decisions and to make successful transitions into employment, education and training.
3. Work in a multi disciplinary team and in partnership with other agencies and professionals to ensure there is a coherent and consistent approach to addressing the needs of young people. As Lead Professional you will be required to work closely with those agencies to ensure integrated and coordinated services produce results.
4. Focus on early intervention and preventative work to increase young people's life chances, combating problems before they escalate and so reduce the need for statutory interventions from specialist services.
5. Communicate effectively with young people and their families and motivate them to address issues which may be creating barriers to progression. To empower young people, families and communities to take responsibility and control of solutions themselves.
6. Develop and deliver personalised packages of support to meet the needs of young people, enabling them to develop a wide range of skills, capabilities, networks and relationships in order to make a successful transition into adulthood
7. As Lead Professional, assess using the Early Help Assessment and plan in order to identify needs and use a solution focussed approach to support successful transitions at key times.
8. Share information and contribute to statutory assessments as required
9. Lead and contribute to multi agency planning and reviews inc Team around the Child (TAC) meetings and ensure that all young peoples planned interventions are outcome focussed and subject to agreed quality standards to inform what works best.
10. Manage a devolved budget as budget holding lead professional for the purpose of personalised packages of support to achieve a defined outcome within a TAC plan.
11. Work with young people in their family and community context, promoting the ethos of good Citizenship and an understanding of themselves and the communities in which they live.
12. Support and coordinate others in their contribution to a TAC plan and ensure a professional service that safeguards and promotes the welfare of vulnerable children, young people and families within their local and wider communities.
14. Maintain detailed records of all contacts with young people in accordance with SBC guidelines in order to monitor and track outcomes for young people.
16. As an experienced practitioner support and facilitate the development of team members that you co-ordinate to delivering support to children and young people.
17. To line manage staff in the youth engagement team, providing direction, supervision and the HR processes associated with managing staff.

Supplementary Accountabilities:

- 1 Advocate on behalf of young people to ensure that their voice is heard, and taken into account..
2. Actively involve young people in the design, delivery and evaluation of services.
3. Enable young people, families and communities to build capacity to meet their own needs, and to develop their negotiation skills in order to support them in achieving successful outcomes.
4. Contribute to the development of the youth engagement role, and the overall service.
5. Engage with families and parents in order to build parental capability and empower families, enabling them to become self-sufficient.
6. Play an active part developing partnerships and developing skills across the private, voluntary and community sector to ensure that integrated ways of working are coherent and consistent.
7. Work innovatively with partners and the community in a fully integrated manner to help create a strong and growing level of support for young people and their families.
8. Work professionally and sensitively with a range of information, making good sound judgements regarding when it is appropriate to use and share.
9. Contribute to team meetings and the ongoing development of the team.
10. As a reflective practitioner to take part in regular supervision and appraisal processes.
11. As the co-ordinator for the youth engagement team triage and allocate 'requests for service', ensuring work is distributed fairly to the team.
12. As the co-ordinator ensure that financial regulations are adhered to, and oversee the reconciliation of the corporate credit cards and associated spends within the youth engagement team.

Job Scope: *Number and type of jobs directly managed:*

Line manage a team of youth engagement and youth support workers within the locality to ensure best practice is adhered to and a professional service is delivered to young people and families.

Job Scope: *Direct responsibility for financial resources and / or physical assets*

Assets: laptop, mobile phones and equipment associated with delivery of service to young people.

Associated building responsibility, to include Health and Safety.

Knowledge, Experience and Skills:

Professional qualification at level 5 or above (Dip HE, Foundation degree, HND, Dip FE), in a relevant field, i.e Youth Work, Careers Guidance.

Substantial experience of working with young people.

To demonstrate sound knowledge of child and young people's development including personal, social

and emotional areas.

To be knowledgeable about the education system, the wide range of progression pathways in learning and work, the qualifications framework and to be up to date with developments in learning opportunities for 14 to 19 year olds.

To have excellent communication skills. To demonstrate knowledge and experience of using active listening, guidance and coaching skills in interpersonal interactions.

To understand the complex and changing nature of relationships experienced by young people. To be able to use this knowledge creatively to provide support to disengaged young people and their families to help them to overcome barriers to personal, social, educational and economic progression.

To demonstrate understanding and skills of the assessment of young people and families and to be able to link this to agreeing with them the necessary and relevant outcomes in order that any work planned is evidenced as being effective.

Experience of working in a variety of settings, activities and opportunities using successful methodologies in order to establish and sustain purposeful environments where young people feel safe, secure, confident and valued.

Experience of working collaboratively with other professionals in order to coordinate a multi agency package of support for young people.

To demonstrate the skills and knowledge to plan, deliver, monitor and critically evaluate innovative and creative interventions with young people and families to meet the agreed outcomes following assessment.

Knowledge and evidence of experience of working with vulnerable young people and families with an emphasis on early preventative intervention work.

To be able to demonstrate evidence of understanding and working to promote equality of opportunity, challenge stereotypes with young people, families, professionals, and agencies.

A current knowledge of youth cultures and the issues which affect young people.

A working knowledge of recent legislation, central government policy and local policy and procedures that would be relevant to working with children and young people.

Knowledge of why effective transition at various stages in life is critical for young people and how it can impact on confidence and achievement.

To have experience of working with vulnerable young people and families, for example, disabled people, ethnic minority groups, young carers, young parents, young offenders, young people with substance misuse issues, mental health issues and different sexual orientation.

Demonstrates knowledge of the local procedures related to safeguarding and how they are applied in service delivery.

Demonstrates the skills and knowledge necessary to manage a busy and unpredictable workload in order

to focus on priorities and to complete work within agreed timescales.

IT literate and experienced and skilled in the use of databases for the recording and analysis of data.

Experience of recording sensitive information, maintaining client case files and working within a framework of confidentiality and data sharing/ protection policies and procedures.

Commitment to own ongoing personal and professional development.

Experience of managing staff.

Contacts and Relationships:

To build effective relationships with young people.

To have an in depth knowledge and critical understanding of the rationale for and importance of integrated working and the opportunities and challenges it creates.

To apply detailed knowledge from their own professional background to the development and delivery of effective integrated working that meets the needs of young people.

To establish good relationships with young people, parents, carers and the community in order to ensure that health, education, emotional, physical and social needs are met.

To build effective working relationships with a range of professionals such as teachers, health professionals, housing and the police in order to plan and provide services to meet the needs of young people.

To advocate, within professional boundaries, on behalf of young people and their families with other professionals.

Creativity and Innovation:

The ability to work on ones own initiative and to lead team members.

Work innovatively with partners and the community in a fully integrated manner to help create a strong, sustainable network of support for young people and their families.

Reflect on and improve performance by investing time in developing the team and self to improve practice.

Prioritise and manage the workload using a wide range of strategies.

To be flexible and creative in order to identify solutions to support young people and their families in achieving greater resilience and self-sufficiency.

Emotional Demands of the job:

Appropriate knowledge, skills and evidence of experience of being able to establish and maintain professional boundaries with young people, families and communities.

Work with young people with complex needs and in challenging circumstances and environments.

Demonstrate a high level of personal resilience.

Job Specific Competencies:

Your role will involve working directly with young people, families and communities.

You will support and lead the team of youth engagement and youth support workers within the locality team.

The requirement to lead work to establish and sustain purposeful environments where young people feel safe, secure, confident and valued.

To be able to communicate effectively and to engage with young people and families using listening, consultation and influencing skills.

To engage in continuing professional development to sustain and enhance reflective practice given the ever changing landscape of improving services and meeting new challenges.

To effectively use supervision as a tool to manage the emotional demands of this role for the team.

To effectively use supervision with your line manager as a tool to manage the emotional demands of this role for yourself.

To adhere to the Data Protection Act and agreed SBC data entry systems, ensuring records are accurate, secure and up to date.

Work within agreed timescales to contribute to quality assurance processes, procedures and performance management framework.

To be able to negotiate with partner agencies and to advocate on behalf of young people and their families.

Experience of using assessment tools in order to plan effective interventions

Features of the role:

Regular day, evening and weekend work is involved in delivering this role.

To provide on call service to your team for off site activities.

Working in a variety of settings.

To work effectively with individuals as well as small and large groups of young people.

To work within agreed confidentiality policy and procedures.

The post requires an enhanced DBS clearance.

In accordance with the provisions of the Data Protection Act 1998, job holders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

In accordance with the provisions of the Health and Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Employee Signature:

Print Name:

Date:

Line Manager's Signature:

Print Name:

Date: