## Role Profile

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| **Job title** | **Outreach Youth Worker** | **Salary:** | £7.83 - £9.50 per hour |
| **Reporting to:** | Session leads | **Holidays:** | 33 days including bank holidays (pro rota) |
| **Location:** | Wirral Youth Zone | **Hours:** | Various but including weekends and late nights |
| **Key Relationships:** | Youth Zone staff, grants & trusts bodies and other relevant organisations | | |

**Job Purpose:**

We are looking for experienced youth workers who have experience of working in street Outreach to ensure we are encouraging young people from across Wirral to attend the Youth Zone. You will work directly away from the youth zone with young people to enable and encourage them to access the Youth Zone’s facilities; working in a challenging environment, remaining calm under pressure, dealing with challenging behaviour whilst maintaining overall discipline with good humour and continuing to engage with the young people. To directly approach and engage with groups of young people in the community, building relationships and helping to both keep them safe and reduce anti-social behaviour.

**Context of the post:**

Wirral Youth Zone opened in April 2017 and is a £6m building project with state-of-the-art facilities, providing a wide range of sporting, artistic, cultural and general recreational activities and targeted services. Wirral Youth Zone provides a safe meeting place for young people, particularly those from disadvantaged backgrounds, where they can participate in a wide range of positive activities, all for just 50p. The building has a four-court sports hall with climbing wall, a fully-fitted fitness suite, a boxing gym, dance and performing arts studios, as well as music, media and visual arts facilities. There is also a cafe, together with recreational and social areas. Wirral Youth Zone is open 7 days a week, 52 weeks a year, providing local young people with somewhere to go, something to do and someone to talk to.

This is an exciting time to take an important role in a project as it steps up to the next stage of its development.

**Values and Aspiration**

The young people’s chosen name “The HIVE” represents the aspirations and values that young people feel the Youth Zone should stand for. The Youth Zone is already a ‘hive’ of activity, adventure and fun, where all young people can try new experiences and learn new skills in a safe and inclusive environment. The Hive is a place where young people can reach their full potential, raise their aspirations and achieve their dreams. Please see our video for a glimpse of all that our Youth Zone has to offer: https://www.youtube.com/watch?v=GzcpCG-qkO

**Job Description**

**Main duties and responsibilities**

* To make contact and establish relationships with young people from all areas of The Wirral
* To encourage and enable young people to participate in a range of personally challenging activities at a The Hive.
* To work directly with children and young people to develop their social skills and build their confidence by delivering programmes of activities and services;
* To regularly deal with challenging behaviour in a closed environment, in a safe, fair, friendly and consistent manner;
* To directly deliver a high-quality programme of activity that is exciting, safe, varied, innovative, developmental and directly responds to the diverse needs, concerns and interests of the members;
* To design and promote a programme of activities to ensure that opportunities are accessible to all who wish to become involved;
* To work flexibly to ensure the needs of the members are met, including disadvantaged children and young people and those with disabilities or additional needs;
* To ensure that the members maintain a high standard of behaviour and discipline during sessions;
* To ensure the participation of young people in activities and that their ideas contribute fully in the delivery and evaluation of activities;
* To support and motivate other staff and volunteers working in your and other areas;
* To maintain records of young people’s attendance and discipline, update central data and report to your line manager.
* To promote and safeguard the welfare of children and young people at all times;
* To be an active member of the team and operate in line with the values and principles of Wirral Youth Zone.

**General**

* To be alert to issues of safeguarding child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any safeguarding concerns to the designated Safeguarding Officers using the safeguarding policies, procedures and practice (training to be provided);
* To assist with any promotional activities and visits that take place at the Youth Zone;
* To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership;
* To adhere to Wirral Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

**Other duties**

* To carry out any other duty with the Youth Zone provision and facility operations, and within the competencies of the post holder, as directed by your line manager or a senior manager.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** | | |
| Face to face activity delivery, working with children and young people (aged 11 plus) both in groups and individually | ✓ |  |
| Experience of working with challenging young people | ✓ |  |
| Experience of supporting young people who are disaffected, underachieving and / or have social / emotional barriers to participation | ✓ |  |
| Experience of working in a team and alongside volunteers | ✓ |  |
| Organising a programme of youth work activities |  | ✓ |
| Residential work with young people |  | ✓ |
| **Skills and Abilities** | | |
| Strong commitment to children and young people and an ability to engage and build positive relationships with all young people, including disengaged and disadvantaged young people | ✓ |  |
| Ability to develop good professional relationships with children, young people and adults | ✓ |  |
| Ability to work with young people to develop their social education by providing programmes of activities, services and facilities that are fun and enable young people to develop | ✓ |  |
| Ability to coach, encourage, motivate and provide reliable support to children and young people | ✓ |  |
| Confidence in managing a group of children and young people | ✓ |  |
| Ability to deliver high quality activity programmes with children and young people who face social exclusion, disadvantage and disaffection | ✓ |  |
| Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary | ✓ |  |
| Excellent written and verbal communication skills | ✓ |  |
| Good computer literacy including working knowledge of MS Outlook, MS Word & MS Excel | ✓ |  |
| **Knowledge and Understanding** | | |
| Understanding of the principles of working with children and young people | ✓ |  |
| Understanding of issues affecting young people’s lives | ✓ |  |
| Knowledge of health and safety, diversity awareness and safeguarding best practice and how these relate to children and young people | ✓ |  |
| Delivery of activities within an equality framework | ✓ |  |
| **Personal Qualities** |  |  |
| Positive and enthusiastic | ✓ |  |
| Punctual and reliable | ✓ |  |
| Commitment to personal and professional development | ✓ |  |
| A flexible attitude to work and a willingness to perform a variety of duties to ensure an efficient and effective service | ✓ |  |
| Willing and able to work in the evenings, at weekends and in a residential setting | ✓ |  |
| Willingness to work in all weather conditions | ✓ |  |

**Application information**

To apply, please complete and application form along with a covering letter and send to [recruitment@thehiveyouthzone.org](mailto:recruitment@thehiveyouthzone.org)

Closing date: 9am 22nd October

**General:**

* To be alert to issues of safeguarding child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)
* To assist with any promotional activities and visits that take place at the Youth Zone
* To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership

**Special Requirements**

* This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)
* A willingness to work occasional unsocial hours during evenings and weekends is required
* The ability and willingness to travel to meetings and events both in the region and beyond

**OnSide Youth Zones Values**

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however, these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

1. **Serving Young People**

* Focus on serving young people
* Continuous improvement in the service we offer
* Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the ‘wow’ factor and leave a lasting impression.

We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

1. **Can-Do Approach**

* Getting results
* Motivating others
* Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do.

We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

**3. Teamwork**

* Openness
* Supporting others
* Valuing and respecting others

In our network, every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect and dignity.

**4. Doing it Right**

* Acting with integrity
* Constant personal improvement
* Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained.

We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

**5. Innovation Friendly**

* Innovative environment
* Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers and young people to experiment with process and service provision.

We want an environment where innovation and creativity can flourish. We want a network where there is the freedom for individuals to think differently.