



Job Description

Post:	Youth Worker in Charge
Directorate:	Communities and Neighbourhoods (CaN)
Team:	Youth Services
Grade:	SO2
Responsible to:	Youth Service Manager/Team Leader
Responsible for:	Youth Workers and volunteers

Vision/Background to the role

Poplar HARCA is committed to providing a high quality youth offer to young people

We are proud to have developed a youth offer which is able to engage a diverse range of young people including both sexes (46% female), different postcodes & multiple ethnic backgrounds which are representative of the local community (24% White British, 76% BAME).

The tried-and-tested youth offer has been developed through exhaustive consultation with young people. This included 1,600 conversations with young people to define the programme offer. In the past year alone we have used a myriad of consultation methods including an anonymous post box, video diary room, post it walls, graffiti walls, text message campaigns, group sessions, one-to-one conversations, and questionnaires, along with programme scoring sheets completed by young people. Sessions are open to all young people and all new attendees receive a friendly welcome induction on arrival, which helps determine whether they need additional support.

The Poplar HARCA vision is to effectively deliver a world class youth offer to young people by:

- Raising expectations of what youth services look like through quality support, programming and delivery;
- Creating a welcoming and safe environment which is open at available and accessible times to all young people;
- Supporting young people in groups and as individuals on a journey through support and progression so that they can realise their full potential; and
- Managing, maintaining and reviewing young people's individual learning plans with them

Purpose of Job

The Youth Worker in Charge will manage a team of Youth Workers and work with young people, volunteers and partner organisations across a broad range of facilities to ensure that young people are given the support and opportunity to aspire and work towards their aspirations.

Main Duties and Responsibilities

- To manage day to day operations to ensure effective delivery of high quality youth services, high regard to safeguarding, risk management and compliance where applicable
- To develop and implement a modern youth work curriculum that meets the needs of young people and is flexible enough to respond to their emerging needs
- To effectively manage resources (staff, delivery resources, equipment) and distribute where priorities arise and advise the Youth Service manager on any issues arising
- To implement effective systems and processes to plan and evaluate youth service delivery with a specific focus on capturing impact and service user views
- To implement effective quality assurance systems
- To be an integral part of the youth work team promoting the personal, social, educational, economic and cultural development of young people

- To be part of the Youth Work Management Team in planning and delivery of youth work in accordance with our delivery plan, including supporting the delivery of national and local initiatives as appropriate.
- To lead the daily briefing and debrief ensuring young people's successes and concerns are raised and dealt with appropriately.
- To manage the 'Spotlight Welcome' ensuring all young people, parents and visitors are welcomed into the space and supported appropriately.
- Ensure young people's opinions are heard in the planning, design, delivery and evaluation of Spotlights Programme of work for young people

Work with young people

- To develop relationships with, empower and advocate on behalf of, young people;
- To engage young people, including delivering outreach programmes in the community and supporting marketing and promotional activities conducted by the team
- To ensure an effective referral pathway is in place to engage young people most at risk, working with local PRUs, schools, Youth Offending Teams, Police and other youth service providers.
- To ensure the engagement of young people in service planning, delivery and evaluation of all delivery within the centre.
- To identify additional support required by individual young people to overcome barriers which may be impacting on their personal, social, educational and economic progression and to signpost and refer them to access relevant services that can provide such support
- To promote a positive youth offer to young people by signposting young people to activities delivered by other staff, volunteers, partners and agencies
- To assist young people to develop individual learning plans, supporting them to identify and reflect on the steps they need to take to achieve their goals, including in education, training and employment

Work with staff, partners and other agencies

- Manage a team of youth workers and volunteers to ensure safety in the centre, support young people to access centre activities and services, and support individual young people to plan and evaluate their learning.
- Manage sessions, and be the first point of contact for any safeguarding or child protection issues/concerns, escalating concerns to the designated Safeguarding Lead / Spotlight Management Team in accordance with safeguarding procedures.
- To lead on the workforce development of the Youth Work team including training and monitoring of CPD.
- To support the monitoring and evaluation, through accurate record keeping using our management information system
- To regularly feedback on progress as requested by the youth work management team meetings
- To contribute to reviews, including contributing information about local needs and issues for young people
- To be responsible for opening and securing the building at the start and end of sessions
- Oversee the day to day running of the Spotlight youth offer, including managing volunteers, ensuring safety in the centre and supporting young people to access centre activities and services.

General

- To participate in the organisation's staff and volunteer development process and undertake training as agreed
- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.
- Due to the nature of this post, employment in this role is dependent on an Enhanced Disclosure and Barring Service (DBS) check. In addition, you will also be checked against the Children's Barred List.

Person Specification

Post: Youth Worker in Charge

Grade: SO2

Team: Youth Work team

Directorate: Communities and Neighbourhoods

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. In possession of a nationally or locally recognised Youth Work qualification (minimum Level 3), or working towards a nationally recognised qualification in Youth Work. (Desirable)
2. Skills	<ul style="list-style-type: none"> a. The ability to work unaided, with limited supervision and as part of a team, with experience of managing staff and volunteers b. Builds lasting relationships with people from different backgrounds, using trust-building, motivation, diplomacy and empathy c. Displays an enthusiastic, flexible and positive approach to work, shows drive and determination to excel for young people and committed to achieving high standards d. Has a “can do” attitude and makes things happen – even if they are not high on the priority lists of others e. Excellent oral and written communication skills, tailors communication content and style to suit the audience and familiar with a variety of ICT systems f. Is open to new possibilities and contributes to the development of new ideas g. Can work effectively with local Agency Partners & Schools to provide the best support for young people.
3. Experience	<ul style="list-style-type: none"> a. Substantial experience of developing and delivering youth work, including different types of interventions, a commitment to youth work values, and enabling young people to achieve their goals b. Experience of line management of staff and volunteers to deliver a modern youth service.
4. Knowledge	<ul style="list-style-type: none"> a. A sound understanding of the needs of diverse young people and related issues which may impact on them, and experience of supporting young people to access relevant service b. Knowledge of referral systems and agencies to enhance work with young people. c. An understanding of the educational basis of youth work including the philosophy of experiential learning in informal community settings. d. Knowledge of the challenges facing young people in Tower Hamlets and support that can be offered to provide them with greater opportunities. e. The ability to apply Youth Work Methodologies to Spotlights Ethos and three key strands: Get Active, Get Creative, Get Inspired.
5. Key Competencies	<ul style="list-style-type: none"> a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working

	g. Problem Solving
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