



<b>JOB TITLE:</b>	Family Help Youth Worker		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Children's Services
<b>JOB CODE:</b>	CHI469FAMIG7		
<b>REPORTS TO:</b>	Senior Practitioner, Early Help	<b>LOCATION:</b>	Council House/Civic Centre / Partner organisations/ Family Hubs/ Work from Home
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Working outside normal office hours will be required including evening and weekends.</li> <li>• Enhanced DBS disclosure is required for this post.</li> <li>• Ability/ willingness to travel from location to location across the locality areas within the borough. This will include driving the mobile youth digital bus where appropriate.</li> <li>• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</li> <li>• The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.</li> <li>• The council operates customer focused hybrid ways of working, this is subject to change, and you may be required to work from other locations, short or long term.</li> <li>• All youth workers will receive clinical supervision already in place as part of the Children's Service integrated locality offer.</li> </ul>		

### 1. Purpose of Job:

Post holders will work in partnership with other youth workers in their service to coordinate, deliver and oversee/manage targeted youth work programmes and support focused principally in one of the following geographical team areas within Walsall (although a borough-wide approach will generally be expected):

- North Walsall
- East Walsall
- Central and South Walsall
- West Walsall

Post holders will undertake, coordinate, and deliver evidenced-based youth work and services through identified venues, including outreach, detached work, mobile multi-media youth bus, and youth participation (1-2-1 and group-work). They will enable children and young people to access a wide range of opportunities and receive information and support while targeting the most vulnerable children and young people with the greatest need. They will provide high-quality informal education, prevention, and early intervention opportunities for children and young people to help achieve their personal and social development, make informed decisions, have a place in their community, ensure their voice is at the centre of all youth work, reach their potential and make a successful transition to adulthood. They will work with and alongside the voluntary and community sector to maximise youth work resource and build capacity developing a strong youth offer in each of the localities across Walsall.

## 2. Role specific duties and accountabilities:

1. To plan, deliver, and evaluate evidence-based youth work programmes with learning and development outcomes for children and young people to meet their needs and which promote and encourage their active participation in personal development and decision making. They will use evidence-based interventions, provide informal education, 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.
2. Help to support and provide an effective and efficient youth offer which best meets the needs of children and young people in Walsall, with a focus on closing the gap on inequalities.
3. To attend locality area tasking meetings (and other relevant meetings) and contribute to a partnership approach to develop, manage and implement evidence-based youth work with a focus on the prevention and reduction of youth Anti-Social Behaviour, violence and exploitation.
4. To regularly undertake evening and occasional weekend work to meet the needs of communities, 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.
5. 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.
6. To ensure the active involvement of young people through the development, delivery and monitoring of the youth work programme including supporting the development of a young people's forum/Youth Council.
7. To complete Return Home Conversations (RHC) for any child/young person they are already working with and coordinate any follow-up support as a result. To work alongside the Community Activities Reducing Exploitation (CARE) project to deliver outcomes for those young people assessed as Low Risk of Exploitation at initial Triage.
8. To support Lead Professionals working with adolescents (and those up to age 25 with additional needs) in the delivery and continuous improvement of Early Help youth work services for children, young people, and families in line with the Walsall Right 4 Children aspiration: *"Every Child and Family in Walsall is understood, feels happy and safe, with a strong sense of belonging enabling them to learn, achieve and succeed"*.
9. To build strong working relationships with partners across locality areas to promote services and build sustainable community provision.
10. To support Voluntary and Community Sector Youth Provision. As part of our wider work to develop our Localities, the Targeted Youth Workers (postholders) will link closely with voluntary and community sector youth organisations. This support will take account individual skills and strengths in each organisation, identify gaps in provision for young people and work collaboratively to find solutions together.
11. To lead on Unmet Need meetings. Postholders will lead regular multi-agency Unmet Need meetings to plan for children and young people we are concerned about. These concerns relate to a child/young person's low-level risk of Child Exploitation and/or Child Sexual Exploitation. The Unmet Need meetings will also serve as a single point of referral for matching children/young people with the right mentoring offer. The times and locations of detached and outreach targeted intervention may also be identified through the Unmet Need meetings to make sure we maximise resources to engage young people, keeping them safe and supporting them in reaching their potential.
12. Targeted Youth Work in Groups: Targeted Youth Workers will develop, coordinate and deliver evidence-based group work programmes with children and young people. These may be delivered directly or alongside other professionals and other partners (including school health). Targeted Youth Workers will be the main point of contact for schools to explore group work within peer and school contexts which reduces extra-familial risk. Where there are needs identified through the Unmet Need meetings, group work will be considered to target specific peer groups or issues.

13. One-to-one youth work: Following an assessment by lead practitioners the Targeted Youth Worker can be commissioned to deliver a range of low therapeutic interventions, including talk and draw therapy.

### **Resource Management**

1. Manage the resources required for the delivery of youth work activities in community hubs, including a mobile multi-media van and one-to-one/small group work.
2. Comply with Walsall Council financial procedures
3. Maximise opportunities for external funding, ensuring compatibility with agreed Business Plans and corporate objectives.

### **Managing People**

1. Provide coaching, mentorship, leadership and resources to help volunteers and young people apprenticeships successfully progress towards their development goals.

### **Self-Development and Professional Growth.**

1. Responsible for own continuous self-development, maintaining up-to-date knowledge of children and young people's services.
2. Proactively seek professional development opportunities to enhance skills and knowledge relevant to the role.
3. Work constructively with the line manager to identify personal strengths and agree on action in relation to development needs.

### **Managing Information**

1. Ensure the relevant outcomes and evidencing forms are kept up to date on the relevant databases and frameworks to record information on youth work delivery and the personal development of young people.
2. Maintain effective communication systems within Children's Services, Pathfinders, and with partner agencies, complying with local information sharing protocols and the Data Protection Act.
3. Contribute to the promotion of the Families First for Children Pathfinder, publicising positive activities, raising the profile of young people and their achievements through positive press releases, newsletters, and evaluation reports.

### **Managing Quality**

1. Use the Pathfinder's quality assurance framework and systems to ensure the impact of youth work delivery and young people's achievements are robustly recorded and recognised through accreditation.

### **Experience and Skills**

- Experience in the youth workforce.
- Understanding of legislation relating to Integrated Youth Support Services.
- Effective communication and people skills.
- Ability to work independently and as part of a team.
- Excellent organisational and time management skills.
- Proficiency in using IT systems for managing information and reporting.
- Ability to drive desirable.

### **Key Stakeholders and reporting lines.**

- Key stakeholders include Children, young people and their families alongside multi-agency partners including Education, Police, Health, Youth Justice, Voluntary and Community Sector.
- The role reports to a Senior Practitioner within Walsall Early Help, Children's Services

### 3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided align to the Council strategy, vision, aims, objectives, values, priorities, continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and all other Council Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



# Walsall Council

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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3

<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b>		
Demonstrate excellent communication skills with the capability to deal with people at all levels, to facilitate engagement with transformational activity. <i>NOTE:</i> The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	A/I	3
Exceptional communication skills, both written and verbal with excellent active listening skills. Ability to clearly articulate messages to a variety of audiences and the ability to establish and maintain strong relationships across multiple stakeholders.	A/I	3
Ability to effectively influence wide range of partners and practitioners, towards a common vision or goal. Demonstrate the ability to work in partnership with key stakeholders to deliver transformation programmes	A/I	3
Able to take forward areas of internal and partner work in a thoughtful, proactive way, linking this back to practice and highlighting areas where growth or change is required	A/I	2
An ability to engage with a wide range of stakeholders at all levels, using innovation and innovative tools to secure good relationships and full involvement.	A/I	3
Ability to represent the Council in dealing with external partners and organisations	A/I	3
Strong interpersonal skills including the ability to successfully negotiate with different stakeholders to ensure the successful delivery of specific programmes of work	A/I	3
Ability to be innovative, creative and flexible in developing relationships in communities that can facilitate engagement that supports the development of strategy	A/I	3
Ability to draft partnership briefing papers and reports that are clear and concise in support of senior officers and members at all levels in the Council.	A/I	1
Ability to process complex strategy and national policy and consider the implications locally through assessment of risks and opportunities.	A/I	2
An interest in social policy and the impact that this can have on family outcomes with a good understanding about communities, wellbeing and value of partnerships.	A/I	2
Full, clean driving licence	I	2
<b>Knowledge/Experience:</b>		
Experience in engagement management principles, methodologies and tools.	I	2
Wide range of experience working with children, young people and families from a range of ethnic and religious backgrounds, care, youth justice, children with additional needs and disabilities and other vulnerabilities	A/I	3
Evidence of continuous professional development	A	
Experience of successful engagement, participation and collaboration activities, which has driven impactful and sustainable change	A/I	2
Experience of working collaboratively in matrix environments with a wide range of senior stakeholders to deliver change.	A/I	2

Resilient and tenacious with a propensity to persevere with a forward looking and holistic approach. Flexible and adaptable; able to work in ambiguous situations	A/I	3
Experience of writing and presenting complex reports for multi stakeholder audiences at a senior Member and Officer level	A/I	1
Experience of working with children, young people, families, communities, and multi-agency partners within a youth work setting	A/I	3
Demonstrable experience of organising and delivering large scale partnership and engagement events	A/I	2
Ability to keep up to date knowledge of relevant legislation and central government policy relating to the developments, issues and best practice	A/I	2
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience:		
Level 3 in Children & Young People Social Care, Youth work or any relevant level 3 qualification <b>OR</b> Equivalent experience in youth work field	A	
<b>Prepared by:</b>	Rachael Phillips	<b>Date:</b> Updated 31/10/2 4