



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Youth Support Worker Apprentice		
GRADE: JOB CODE:	Apprentice grade (Level 3)	SERVICE AREA:	Children's Services- Youth Offer and Participation (Adolescent) Team
REPORTS TO:	Team Manager – Youth Offer and Participation	LOCATION:	Council House/Civic Centre / Partner organisations/ Family Hubs/ Work from Home
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Working outside normal office hours will be required including evening and weekends. Enhanced DBS disclosure is required for this post. Ability/ willingness to travel from location to location across the locality areas within the borough. This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English. 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. 		

1. Main purpose of the job role:

- To work as part of a team to support the development of the youth offer and participation offer across Walsall.
- To carry out a range of tasks as identified and allocated by your manager in line with policies, procedures and protocols.

2. Role specific duties and accountabilities:

- To manage assigned tasks in accordance with policies, procedures, protocols, effective practice guidelines, case management guidelines, national standards and relevant legislation.
- To undertake identified pieces of work with children and young people and possibly their families, this work will be directed by your line manager but will include:
 - To be a positive mentor to children/young people and offer your own experiences to support them in having their say, engaging in decision making and positively engage in positive activities.

- To seek and gather the voice of children/young people using a variety of methods, which you will be involved in developing. Such views will contribute to strategies, policies, service plan and priorities. They will also be used to improve services.
- To assist in the delivery of group work programmes and positive activities and supporting and promoting education, training and employment activities.
- Support young person led projects and events.
- To make practical arrangements for and oversee children/young people during the delivery of engagement activities
- To support the development of effective communications with children/young people to enable them to have better access to opportunities available to them.
- To effectively communicate with children/young people, parents, colleagues and partner agencies in a pro social, solution focused manner to ensure services are joined up for individual young people.
- 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.
- Take part in local and national youth events supporting the participation of children and young people

Training and development

- To operate in accordance with corporate performance management and staff development processes such as annual performance conversation
- To work towards a Level 3 Standard in Youth Support Worker Apprenticeship
- To enhance own performance, working constructively with your line manager to identify personal strengths and agreeing actions in relation to development needs
- To engage in training as directed by your line manager and Apprenticeship Assessor
- The apprenticeship will involve completing an observation, leading a programme or session with three or more young people, and participating in a professional discussion.

Managing information:

- Comply with local information sharing protocols within the Data Protection Act.
- Undertake Council Data Protection training and ensure compliance with the Data Protection Act when managing information.
- Record information accurately and in a timely manner, in accordance with the Data Protection Act.

General:

- To ensure services are responsive, high quality and focussed on the individuals you are working with.
- To be part of a Youth Offer and Participation focused team, working towards better outcomes. Understand the children/young people you will be working with and ensure they are aware of what is expected of them.
- Deal patiently with children/young people and take responsibility for resolving their concerns if possible to do so.
- Ability to provide service information and communications to those that you are working with.
- To participate in individual and team development activities.
- To contribute to the intervention plans for children/young people, working closely with Family Help Youth Workers and partners.
- To be committed to promoting anti-oppressive practice.
- To develop areas of specialist skill and knowledge around co-production, participation and mentoring as a resource to Youth Offer and Participation team.
- To ensure children, young people, parents and guardians are aware or have access to the service's complaints procedures.
- The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
- To communicate verbally with customers and provide advice and/or information in accurate spoken and written English.

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 his/her areas of responsibility.
- 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 aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.

JOB TITLE: Youth Support Worker Apprentice		GRADE: Apprentice (Level 3)	
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	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>			
Professionalism - 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
Leadership - 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	
Accountability - 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
Transparency - 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
Ethical - 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
Abilities/Skills: (refer to JE guidance document)			
<ul style="list-style-type: none"> Demonstrate clear and effective verbal and written communication skills. 		A/I	3
<ul style="list-style-type: none"> Demonstrate a commitment to anti-oppressive practice. 		I	2
<ul style="list-style-type: none"> Demonstrate an understanding of guidance in relation to Youth Services 		A/I	1
<ul style="list-style-type: none"> Experience of working with young people is beneficial 		A/I	2
<ul style="list-style-type: none"> Demonstrate an understanding of child and adolescent development. 		A/I	1
<ul style="list-style-type: none"> Demonstrate an understanding of best practice in getting children and young people involved in 		A/I	2
<ul style="list-style-type: none"> Demonstrate an understanding of the skills and strategies required to assess and intervene with young people and their families. 		A/I/T	2
<ul style="list-style-type: none"> Demonstrate an understanding of safeguarding and vulnerability management. 		A/I	2
<ul style="list-style-type: none"> Demonstrate an understanding of risk management. 		A/I	2

• Ability to deliver one to one interventions and group based interventions.	A/I/T	2
• Ability to organise events	A/I	2
• A passion for communications and use of social media	I	2
• Demonstrate a willingness to undertake appropriate training and development.	I	2
• Demonstrate the ability to maintain the requirements of the Health and Safety Regulations and Departmental Guidelines.	I	2
• The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Other Essential Requirements Apprentices aged 16-18 are required to have or achieve GCSE grades 4-9 in English and Maths prior to completion of their Apprenticeship. For apprentices aged 19 and over, it is preferred that they have or achieve these qualifications; however, achieving Level 2 English and Maths qualifications is optional and at the discretion of the employer. Apprentices without Level 2 English and Maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and Maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.	A/I	3
Apprentices will undertake appropriate training as necessary, (including attendance at a training centre) in the pursuit of achieving a recognised Apprenticeship.	A/I	3
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by:	Isabel Vanderheeren	Date: March 2025