

**Job Description****Education Directorate**

|                           |                                                                    |                      |                      |
|---------------------------|--------------------------------------------------------------------|----------------------|----------------------|
| <b>Post Title</b>         | Youth and Community Worker (Youth Engagement and Progression Team) |                      |                      |
| <b>Post Number</b>        | BG New                                                             | <b>Grade</b>         | 6                    |
| <b>Base</b>               | Agile                                                              | <b>Hours of Work</b> | 14.48 hours per week |
| <b>Car User Allowance</b> | Approved Casual                                                    | <b>Disclosure</b>    | Enhanced             |
| <b>Contact</b>            | Lynne Webb                                                         | <b>Updated</b>       | March 2024           |

**Principal Job Purpose**

Responsible to: Youth Service Team Leader, Youth Engagement and Progression Team

Responsible for: The Youth Worker will provide support, guidance and mentoring to young people aged 11-25 who are identified as vulnerable, at risk of becoming or are currently NEET. Dependent on the needs of the identified by young people, the youth worker will be expected to work on an individual basis or by means of group work. To work towards the outcomes of the project and help young people access to the appropriate services and opportunities.

**Principal Accountabilities**

1. To be a lead worker for vulnerable young people and provide individual mentoring, one to one support, information and guidance in order for them to holistically develop and reach their aspirations.
2. To support individual young people in identifying goals and making informed choices through the development of a personal plan.
3. To help plan and deliver flexible in-formal and non-formal learning opportunities to help young people gain the skills they need to participate fully in all opportunities available to them.

4. To identify the range of agencies and individuals central to the young person's development, including where appropriate parents and carers.
5. To liaise and develop strong links with education, inclusion and other appropriate services in Blaenau Gwent, to meet the needs of the young person.
6. To develop strong links with Careers Wales and/or Job Centre Plus to help break down barriers for young people in accessing relevant information regarding education, training and employment.
7. To support young people to identify their personal barriers and develop ways to overcoming these. This could include direct intervention, developing support mechanisms or, when necessary, referring young people for specialist help.
8. To work closely with both the Engagement and Progression Co-ordinator (EPC) and NEET Practitioner Forum, maintaining regular communication and ensuring appropriate support is provided for young people who are identified as vulnerable.
9. To monitor the progress of the young person in line with their agreed personal plan and provide agreed regular updates to multi-agency panels when appropriate.
10. To meet all requirements set out by UK Government and the Shared Prosperity Fund including administrative, monitoring and evaluation duties.
11. To support young people to access wider opportunities available through other Youth Service projects.
12. To work as part of a team.
13. To support and develop evening and community provision within Blaenau Gwent Youth Service.
14. To challenge discrimination and promote equal opportunities.
15. To maintain and develop skills through appropriate training as and when required.
16. To be aware of Child Protection legislation and operate within the set guidelines.
17. To carry out any other duties as required deemed necessary for the post and as directed by your line manager.
18. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
19. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

# Person Specification – Non Managerial

## 1. Qualifications & experience

| Qualifications/relevant experience                                                                                                                                                                                    | Assessment Method     |                  |           |                        |                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------|-----------|------------------------|---------------------|
|                                                                                                                                                                                                                       | Essential / Desirable | Application Form | Interview | Other (please specify) | Probationary Period |
| Professional Youth Work Qualification                                                                                                                                                                                 | Essential             | ✓                |           |                        |                     |
| English and Maths GCSE grade C or above                                                                                                                                                                               | Desirable             | ✓                |           |                        |                     |
| Relevant degree or equivalent appropriate experience                                                                                                                                                                  | Desirable             | ✓                |           |                        |                     |
| <b>Other experience</b>                                                                                                                                                                                               |                       |                  |           |                        |                     |
| Previous experience of working with vulnerable young people including the delivery of mentoring & support                                                                                                             | Essential             | ✓                | ✓         |                        |                     |
| Experience of face to face work with young people in a variety of settings                                                                                                                                            | Essential             | ✓                | ✓         |                        |                     |
| Experience of monitoring and evaluation.                                                                                                                                                                              | Desirable             | ✓                | ✓         |                        |                     |
| Experience of working with a wide range of professionals supporting young people who may be vulnerable or at risk of becoming NEET                                                                                    | Desirable             | ✓                | ✓         |                        |                     |
| <b>Knowledge/Skills</b>                                                                                                                                                                                               |                       |                  |           |                        |                     |
| Excellent interpersonal / communication skills with the ability to relate to and enthuse young people                                                                                                                 | Essential             | ✓                | ✓         |                        |                     |
| Ability to work independently and as part of a multi-agency team.                                                                                                                                                     | Essential             | ✓                | ✓         |                        |                     |
| Ability to assess the needs of young people and develop appropriate action plans.                                                                                                                                     | Essential             | ✓                | ✓         |                        |                     |
| High level of personal resilience, including the ability to manage conflict and deal with stressful situations.                                                                                                       | Essential             | ✓                | ✓         |                        |                     |
| A knowledge of local services delivering support and provision to young people and families                                                                                                                           | Desirable             | ✓                | ✓         |                        |                     |
| An understanding of the principles and purposes of youth work in Wales                                                                                                                                                | Essential             | ✓                | ✓         |                        |                     |
| An excellent working knowledge of child protection procedures, equalities, information sharing.                                                                                                                       | Desirable             | ✓                | ✓         |                        |                     |
| A working knowledge of current legislation and guidance related to young people including the Youth Engagement and Progression Framework (YEPF) and the United Nations Convention on the Rights of the Child (UNCRC). | Desirable             | ✓                | ✓         |                        |                     |

## 2. Special Requirements

| Special Requirements                                                        | Essential / Desirable | Application Form | Interview | Other (please specify) | Probationary Period |
|-----------------------------------------------------------------------------|-----------------------|------------------|-----------|------------------------|---------------------|
| Welsh Language Ability                                                      | Desirable             | ✓                | ✓         |                        |                     |
| Full driving license and access to a car for work purposes                  | Essential             | ✓                |           |                        |                     |
| Registered with the Education Workforce Council (Wales) as a Youth Worker   | Essential             | ✓                | ✓         |                        |                     |
| Be available to work agreed hours of work to include evenings and weekends. | Essential             | ✓                | ✓         |                        |                     |

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

| Topic                         | Competencies                                                      | Assessment Method |           |                                                                             |                                           |
|-------------------------------|-------------------------------------------------------------------|-------------------|-----------|-----------------------------------------------------------------------------|-------------------------------------------|
|                               |                                                                   | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Delivering the service</b> | Plans ahead, organises work in advance                            |                   | ✓         |                                                                             | ✓                                         |
|                               | Involves line manager/colleagues in setting and meeting targets   |                   |           |                                                                             | ✓                                         |
|                               | Reorganises work when necessary                                   |                   | ✓         |                                                                             | ✓                                         |
|                               | Sees tasks through to completion whenever possible                |                   | ✓         |                                                                             | ✓                                         |
|                               | Seeks help if workload becomes unmanageable                       |                   | ✓         |                                                                             | ✓                                         |
|                               | Uses initiative to report issues that arise that impact on others |                   |           |                                                                             | ✓                                         |

| Topic                           | Competencies                                                     | Assessment Method |           |                                                                             |                                           |
|---------------------------------|------------------------------------------------------------------|-------------------|-----------|-----------------------------------------------------------------------------|-------------------------------------------|
|                                 |                                                                  | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Improvement &amp; Change</b> | Is prepared to try new things & feed back results                |                   | ✓         |                                                                             | ✓                                         |
|                                 | Understands that changes are needed if things are to be improved |                   | ✓         |                                                                             | ✓                                         |
|                                 | Finds new and creative ways of doing things better               |                   | ✓         |                                                                             | ✓                                         |
|                                 | Actively seeks to develop own skills and knowledge               |                   | ✓         |                                                                             | ✓                                         |
|                                 | Learns from mistakes & welcomes constructive feedback            |                   | ✓         |                                                                             | ✓                                         |

| Topic                                       | Competencies                                                                                       | Assessment Method |           |                                                                             |                                           |
|---------------------------------------------|----------------------------------------------------------------------------------------------------|-------------------|-----------|-----------------------------------------------------------------------------|-------------------------------------------|
|                                             |                                                                                                    | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Providing Excellent Customer Service</b> | Recognises the importance of high standards of customer service                                    |                   | ✓         |                                                                             | ✓                                         |
|                                             | Is committed to providing an excellent service to all the citizens of Blaenau Gwent                |                   | ✓         |                                                                             | ✓                                         |
|                                             | Understands the links between own professionalism and the possible impact on the Authority's image |                   |           |                                                                             | ✓                                         |
|                                             | Has a professional attitude that sets an example to colleagues                                     |                   |           |                                                                             | ✓                                         |
|                                             | Takes pride in own work and that of colleagues                                                     |                   |           |                                                                             | ✓                                         |
|                                             | Is respectful, courteous and helpful at all times                                                  |                   |           |                                                                             | ✓                                         |

| Topic               | Competencies                                                                          | Assessment Method |           |                                                                             |                                           |
|---------------------|---------------------------------------------------------------------------------------|-------------------|-----------|-----------------------------------------------------------------------------|-------------------------------------------|
|                     |                                                                                       | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Team Working</b> | Reacts constructively to others' suggestions and requests                             | ✓                 | ✓         |                                                                             | ✓                                         |
|                     | Recognises potential value of others' opinions and actively seeks their contributions | ✓                 | ✓         |                                                                             | ✓                                         |
|                     | Asks for help when necessary                                                          |                   |           |                                                                             | ✓                                         |
|                     | Actively seeks to help others                                                         |                   |           |                                                                             | ✓                                         |
|                     | Is aware of the impact of own behaviour on others                                     | ✓                 | ✓         |                                                                             | ✓                                         |

| Topic                | Competencies                                                                      | Assessment Method |           |                                                                             |                                           |
|----------------------|-----------------------------------------------------------------------------------|-------------------|-----------|-----------------------------------------------------------------------------|-------------------------------------------|
|                      |                                                                                   | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Communicating</b> | Adapts content and style to help others understand                                | ✓                 | ✓         |                                                                             | ✓                                         |
|                      | Makes sure that people are regularly informed                                     |                   |           |                                                                             | ✓                                         |
|                      | Uses appropriate language, gestures and tone when talking with others             |                   | ✓         |                                                                             | ✓                                         |
|                      | Checks others have understood & seeks advice when necessary                       | ✓                 | ✓         |                                                                             | ✓                                         |
|                      | Actively seeks to improve all forms of communication with others                  |                   |           |                                                                             | ✓                                         |
|                      | Communicates professionally by using formal channels appropriate to the situation |                   |           |                                                                             | ✓                                         |