

Role profile

Job Title:	Senior Youth Worker	Grade:	Spinal column point range: JNC 27-30 (27)
Department:	Integrated Youth Service (Youth)	Post no.:	65747/ 65187
Directorate:	Children and Families	Location:	All Youth Centres in the Borough of Ealing. Including Bollo Brook Youth Centre: Westside Youth Centre, Young Adult Centre (YAC) and Perceval House

Role reports to:	Youth Service Area Team Manager
Direct reports:	Full and part time youth workers, volunteers, tutors, including supporting work experience/placements or council led opportunities ie Pathways programme placements.
Indirect reports:	Contractors Voluntary sector

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To undertake and oversee the work of the Integrated Youth Service (Youth) within the Council Policies and Youth Plan.
- To co-ordinate and develop youth provision and services linked to Ealing Council's 7 Town's plan as directed by the Youth Service Manager, in partnership with a range of other agencies, including schools and voluntary community-based groups

Ealing's Youth Service is responsible for the delivery of Ealing's Youth Plan for services across the Borough. The Senior Youth Worker is responsible for the day-to-day delivery of the Plan through the provision of programmes and activities, including support for children & young people with disabilities.

The Senior Youth Worker will:

- Provide comprehensive, consistent, quality assured and cost-effective programmes and activities for children & young people, primarily aged 11-19 years up to 25 for young people with additional needs.
- Work with young people assisting them to achieve their full potential and in so doing overcome any personal and social conditions which hinder this achievement.

- Encourage young people to be active in the management and development of provision for them ensuring that it meets their needs.
- Work with key partners within the area to ensure that there is a holistic approach to the delivery of our services to young people.
- Manage a child first approach in all engagements and activities, including open access, targeted and school-based provision, as well as collaborations with external and internal partners.
- Deliver the youth services offer to meet the needs of young people, by undertaking consultations, reviews and evaluations around the needs of service curriculum / program, service offered and equipment.
- Oversee and manage staff to deliver fun, exciting and educational programmes in line with the Youth Service priorities with and for young people, enabling opportunity for staff development, team meetings, and support.
- Be an integral member of Ealing Integrated Youth Service team.
- Deliver on the aims and objectives set out in the relevant council and service plans and contribute fully to the further development of the service.
- Strive to achieve council and service targets.
- Oversee the youth centre (building) by taking responsibility for the building, ensuring the centre is fit for purpose to deliver youth activities. The role will undertake building checks, before and after youth sessions, report repairs and issues relating to the building through the building manager or directly to Concerto (property services / FM). The role will liaise with contractors visiting the site for maintenance and / or repairs as needed.
- Support and facilitate partners use of the building.

Key accountabilities

Diversity

- To deliver on the 7 key recommendations of Ealing Race Equality Commission report.
- To ensure that the Council's Equal Opportunity policies are implemented in all aspects of service delivery and employment practices, regardless of race, religion, culture, disability, sex, gender, or persons who may identify with the LGBTQ+ community, Care status.

- Establish and maintain working relationships with internal partners, other agencies, and voluntary organisations to develop coherent responses to the needs of young people.
- Plan, implement and evaluate services within an anti-discriminatory framework.

Planning and performance management

- To implement, monitor and deliver the Youth Plan, and / or self-assessment and action plan.
- To drive and monitor the effective delivery of the Youth Service's KPIs ensuring all reporting is completed and submitted within designated timescales.
- Inputting data onto the Service's systems (currently IYSS), including intervention, attendance recorded/accredited outcomes, meeting the procedures and guidance set.
- Manage and deliver the development and implementation of specific strategies, curriculum / programmes, monitoring and evaluating procedures to ensure effective delivery of good quality youth work practice is developed and maintained.

Service provision

- To ensure an innovative, creative, and educational programme is implemented in line with the service's Youth Plan, underpinned by the Council strategic plan, within available resources.
- To monitor and ensure a range of creative programmes, educational activities and individual support packages and plans relevant to available resources are implemented, (including commissioning services from internal and external agencies).
- To ensure activities and programs are advertised and promoted across the borough to both young people and professionals, developing time framed programmes that sit alongside the generic drop in youth sessions
- To ensure decision making regarding safeguarding and provision is commensurate with Legislation and guidance including the Children Act 1989 and 2004, Working Together to Safeguard Children and the London Child Protection Procedures.
- To ensure that the Youth Service operates within a legal framework of, regulation and guidance, Council, and departmental policies – responding to and implementing changes to these as required. To operate within agreed schemes of delegated powers and authority, and the National Youth Agency who govern youth work in England and Wales.
- To assist with the delivery of training and development opportunities for staff. Ensuring self and staff team are trained in First Aid, Fire safety duties and other

health and safety requirements, ie; mandatory training, including overseeing part time sessional youth workers training & development package.

- Build services and support with the aim of improving an effective and integrated approach to reducing crime and SYV, improving outcomes and life chances by putting the child first as a service user e.g. Health, IYS, Social care, Police and Schools.
- To ensure high quality recording, minutes and management information are maintained, utilized, and retained to meet service requirements.
- To ensure the effective management of the team's workload and implement effective strategies for ensuring throughput of work to agreed service priorities and appropriate to the team's skills mix and resilience and their timely review.
- Ensure that work with young people complies with the National Standards, and Ealing Council standards, policies, and procedures.
- Ensure there are clear and effective health & safety & risk management policies and practices in place.

Partnerships

- Produce SLAs or contracts as relevant with partner or external organisations for commissioned services.
- To promote effective multi-agency participation and working to safeguard children and promote their welfare to improved outcomes for them.
- To ensure the voice of the Youth Service is heard at partnership meetings to promote the work of the Service.
- To work with colleagues across Children's services to deliver quality, cost effective services within budget.

Staff and resource management

- Manage, monitor and ensure high professional standards of practice and performance in all areas of service delivery.
- Supervise and manage the work of a team and ensure appraisal and performance management processes are undertaken in line with the Council's procedures.
- Manage change effectively and ensure that staff can understand the rationale for any change and any implications there may be on the service. Ensure that any new targets and expectations meet and reflect the needs of the service.
- Identify and lead on fundraising/funding opportunities to enable the team/service and Ealing Council to deliver against its wide priorities.

- To oversee and manage the Youth Centre budgets in line with income and expenditure.

Self-management

- To take responsibility for own professional development and co-operate with the Youth Service Area Youth Manager on appraisals, training, and development.
- To work on your own initiative and identify problems and recommend solutions.
- To effectively manage a diverse workload, to prioritise and to meet deadlines.

Key performance indicators

- To meet locally agreed objectives set out through the appraisal process.
- To complete quarterly reports, story catching in line with the service requirements.
- To deliver the KPI's identified in the Corporate Plan on attendance in Youth Centre's.
- To deliver the requirement of Ealing's Youth Plan
- To meet locally agreed objectives set out through the appraisal process.
- Manage and integrate the delivery of a range of different services, projects, and contracts to a high standard and in response to local needs.
- Ensure programmes match the diverse needs of young people and the local community through effective recording, monitoring and evaluation.
- Ensure that external contracts and services deliver to agreed levels of service and targets.

Key relationships (internal and external)

- Integrated Youth Service colleagues
- Voluntary & Community sector partners
- Ealing Council departments including Children and Families and Housing.
- Schools
- Safer Neighbourhood teams

Authority level

- N/A

Additional Requirements

Any other duties appropriate to the post and grade

- Use Information Technology in accordance with National and local requirements to comply with regulations regarding security of the system and confidentiality of data.
- To ensure compliance of the Councils statutory regulations pertaining to health and safety having due regard to the safety and welfare of self, staff, and service users in the workplace and in other locations.
- To support the Youth Service Area Team Manager in the preparation and delivery of reports.
- To be responsible for the building fabric and maintenance that you are working from, at the time, or where you usually work from, call Property Services Management as required for repairs or advice and ensure the repairs are completed,
- Understand and have knowledge of wider services and programmes across the local area you work and boroughwide ie other youth programmes, uniformed activities, mental health services, school activities etc.
- Undertake other duties appropriate to the role and grade as required.
- To undertake a flexible work pattern, in line with JNC terms & conditions.
- This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.
- This is a customer facing role

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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(You must answer all questions below when submitting your application 1- 11)

Essential knowledge, skills and abilities

1. Ability to manage and deliver high quality, reflective, analytical, and evidence-based youth work programs, developing highest professional standards in order that they achieve excellent outcomes with and for young people and their communities.

2. Ability to implement and oversee programs, both targeted and in informal open access provision, with opportunities for young people to express themselves creatively, have fun, and grow within a safe and trusted environment.
3. Work directly with young people with staff to implement programs and approaches within informal, open access provision that supports young people from a range of backgrounds, included those who exhibit challenging behaviours, to move forward positively.
4. Ability to identify and secure resources that help support and improve youth provision, including external and internal funding opportunities and partnerships.
5. Ability to assess risk, plan and deliver appropriate services to meet the needs of children & young people, to have an excellent youth offer, security, stability and to be safeguarded in all aspects of their lives.
6. Ability to manage resources within budgetary constraints, securing best value and cost effectiveness.
7. Excellent communication, interpersonal and presentation skills to enable meaningful dialogue with young people, families, multi-agency networks, internal and external departments as well as community partners.
8. Ability to lead and manage staff, work performance, conduct and professional development of others.
9. Ability to engage, motivate, mentor and encourage others through personal leadership style and self-presentation.
10. Ability to make sound and complex decisions under highly pressurised, fast-paced conditions, including facing challenging behaviours from young people.
11. Ability to focus on results, work to deadlines and meet performance targets.

Essential qualification(s) and experience

1. Extensive experience of the development of work with young people in informal settings at a middle management level.
2. A relevant professional qualification such as Youth Work, Youth & Community Work, Youth Work Studies (gained in the UK or elsewhere), or a commitment to undertake a professional qualifying course at degree level.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards