Isle of Anglesey County Council

Job Description / Person Specification

PART A

Job Title: Youth Engagement Worker

Post Number:

Service / Section: Youth Service – Children's Team

Grade: 5

Overall Job Purpose:

The post is funded from the Welsh Government's Youth Support Grant (Youth Engagement element) and is allocated on an annual basis. Current contract until March 31st, 2028.

The Youth Engagement Worker will be part of the Youth Service's Post 16 team, working mainly with the 16-24 year old age group. However the person will be expected at certain times of the year to work with the High Schools and Careers Wales from year 10 onwards to identify young people who may be at risk of becoming NEET (not in Employment, Education or Training) on leaving school. The worker will then track and monitor any NEET young people with Careers Wales after leaving school through their tier system, and will be responsible for re-engaging the young person, and brokering support to move them on to a destination. The worker will carry a small caseload of young people and will also be responsible for keeping in touch on a regular basis with additional young people.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☒
Group C ☐
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main Duties / Responsibilities:

Principal Accountabilities / Key Tasks:

1. To work with the High Schools and Careers Wales from year 10 onwards to identify young people who may be at risk of becoming NEET (not in Employment, Education or Training) on leaving school.

2. To annually bring together a Task and Finish Year-11 Destinations panel to ensure that any young person who has no identified destination on leaving school is supported into a destination i.e. employment, education or further training.

3. The worker will then track and monitor any young people on Tier 1, 2 or 3 with Careers Wales after leaving school, and if they are found to be NEET then the worker will be responsible for re-engaging the young person, and brokering support to move them on to a destination, or keeping in touch until they are ready for engagement.

4. To make contact with any young people on Tier 1 through desk based research/social media and home visits to offer them support.

5. To assist with brokering support the worker will be responsible for developing the multi-agency post-16 Youth Engagement Panel, ensuring that they meet on a regular basis, and for preparing relevant documents for each panel meeting to ensure they are able to make informed decision about the best agency to lead on supporting the young person. The worker will also be responsible for chairing the meetings, and inviting any new providers to the panel to disseminate information about their provision.

6. To inform Careers Wales on a regular basis if there is any change in the tier status of the young person.

7. To work with the Post-16 Youth Work team to provide a programme of engagement activities using youth work methodology to raise aspirations and motivation through individual mentoring and group work, and to develop a Well-being Hub and Employability Preparation Hub.

8. The worker will carry a small caseload of young people as a lead worker and work with the post-16 youth work team, and will need to
   - Complete a person centred assessment of strengths and needs
   - Explore current support network and educational or economic ambitions
   - Agree a work programme/action plan to meet prioritised needs

9. Ensure that detailed records of engagement, participant activity, participant progression, evidence of effect and hard outcomes (qualifications) or soft outcomes/ case studies are kept and complete any other required documentation

10. When complex issues are identified to refer young people on to partner agencies e.g. CAMHS (Mental health), Be Di'r Sgôr (Alcohol and Substance Misuse); Digartref Ynys Môn (Homelessness).

11. When the young person is ready to move on, to support their transition to Employability Programmes with partner agencies e.g. Careers Wales, MônCF, North Wales Training, Working Wales, Grŵp Llandrillo-Menai who will ensure they have a suitable training pathway, volunteering opportunities or employment opportunities.

12. Be an advocate on behalf of the young person who may have multiple issues that are a barrier to employability, with training organisations and employers and where difficulties arise ensure that the young person's voice is heard in any dispute.

13. The work will involve making frequent decisions and exercising initiative without ready access to more senior officers, so the youth worker must be able to complete and implement any basic risk assessments for activities. However the worker will be expected to consult his/her line manager on any complex issues regarding policy, health and safety or resource issues.

14. To work with the Principal Youth Officer (PYO) /Engagement and Progression Co-ordinator (EPC) to make any updates to the Anglesey Youth Engagement Framework or to the Information Sharing Policy (ISP) that enables the Framework to work effectively.

15. To attend Welsh Government YEPF meetings and deputise on behalf of the EPC in the North Wales EPC Group when required.

16. To ensure that all relevant policies and other statutory requirements are adhered to e.g. Equality and Diversity, the Welsh Language policy and ensure the service is compliant with data protection and information governance requirements as stipulated by the Council as per legal requirements. The worker will have access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.

17. Implement the Child Protection and Safeguarding policies, in accordance with the Social Services and Well-being Act (Wales) 2014.

18. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training/development activities and encourage and support staff in their development and training, to develop their CPD (Continued Personal Development).

19. Adhere to the Isle of Anglesey County Council's Health and Safety Policies with regards to premises, community space, protective clothing and tools. The Health and Safety at Work Act (1974) and other associated legislation places responsibility to take reasonable care for the Health, Safety and Welfare of him/herself and other employees in accordance with legislation. Specific details are outlined in the Safety Policy, plans and procedures.

20. Present a positive image of the Youth Service, Social Services' Children's Team and the County Council at all times and maintain effective relationships with colleagues and external partners and relevant stakeholders.

Undertake such other duties that are commensurate with the scope of the job purpose, the title of the job and its grading. The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

Person Specification:	Essential (E) Desirable (D)
Education and Training **The minimum educational requirements/professional or vocational qualifications for the post:**	
1. Good Education up to A Level/NVQ 3 or an equivalent qualification	**E**
2. Youth Work Qualification up to level 3 or willingness to complete within first 2 years of appointment.	**D**
3. Qualification in Advice and Guidance up to level 3 or Basic Counselling	**D**
4. Qualification in IT up to GCSE	**D**
5. Qualifications in Child Protection, Health and Safety, Equality and Diversity	**D**
6. Qualification in Careers Advice and Guidance	**D**
Any specific training required for the post including Certification:	
1. Candidate must be registered with the EWC (Education Workforce Council for Wales if they are a qualified Youth Worker or Youth Support Worker), and must be renewed annually at own cost.	**E**
Key Competence Requirements **Job related knowledge:**	
1. Extensive experience of working with vulnerable young people 16-24 in informal situations.	**E**
2. Ability to engage young people and achieve results through negotiation and consensus and able to persuade a young person to follow a course of action they may not otherwise have considered	**E** **E**
3. Experience of providing information, advice and basic counselling to young people on training or employment issues.	**E**
4. Experience of supporting vulnerable young people and enabling them to build resilience that will enable them to succeed	
5. An understanding of employment issues relating to the client group	**E**
6. Ability to analyse data and maintain appropriate records and prepare reports using IT packages – Word, Excel, Power Point.	**E**
7. Experience of working in projects aimed at getting people into employment	**D**
8. Experience of project work, and working towards and achieving specific targets and outcomes	**D**
9. Experience of working with organisations that support young people e.g. youth justice/youth offending services, youth homeless/homelessness support services or current knowledge of benefits systems	**D**
10. Experience of working within Anglesey communities	**D**

Specific skills: 1 Ability to work to a high standard in English and Welsh (oral and written) 2 Good organisational skills 3 Good time management and ability to work to deadlines 4 Excellent interpersonal and communication skills 5 Ability to be self-directed and work on own initiative 6 A creative thinker and able to think out of the box to solve difficulties Punctual, independent and self motivated 7 Able to think strategically and show adaptive leadership to respond to a changing environment 8 Able to communicate a vision and inspire others to share in it 9 Responsible and professional 10 Well-organised and thorough when making preparations 11 Able to deal with emotional issues with empathy while maintaining a professional distance 12 Has a 'can do' approach 13 A desire and commitment to achieve the best possible outcomes for the young people of Anglesey	**E** **E** **E** **E** **E** **E** **E** **E** **E** **E** **E** **E** **E**

Position in the Organisation:	
Reports to:	**EPC Manager**
Staff Supervised:	**n/a**

Working Arrangements and Conditions:	
Working Week:	Any 5 out of 7 Monday – Sunday
Identified Work Base:	Llangefni, Anglesey with option to hot desk at Jesse Hughes Centre
Contracted Hours:	37

Language Requirements

Welsh Language Skills (Please see the skills framework attached)

Listening (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Speaking (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
English Language Skills (Please see the skills framework attached)						
Listening (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Speaking (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: 10.08.23

PART B	Part A and Part B need to be completed fully for Job Evaluation Assessment -

Further Knowledge, Skills and Competencies required for job evaluation assessment (can also be assessed during Interview):	
Financial Resources	
Level:	
Indicative Value:	**£1500**
Physical Resources	
Land and buildings - No./area	Value: £ 0
Plant / Vehicles / Equipment	Value: £ 0
Information Systems - No./volume	Value: £ 0
Delegation:	
N/A.	
Demands within the job:	
Physical Demands:	The post-holder will be required to drive extensively. Will need to carry IT equipment, training and presentation resources across buildings. Supporting individuals and groups during outdoor engagement activities/sports activities Post will involve significant travelling as most of the work will be community based but mainly within the County Using unfamiliar fleet vehicles wherever possible, but may also be expected to use own vehicle at times.
Mental Demands:	The post holder will need to manage high levels of work related pressures. Completion of Welsh Government documentation involves thorough collation and analysing of detailed information. Continually working towards set targets and outcomes Will need to be able to prioritise competing demands according to project objectives and needs of beneficiaries

	Will need to be able to deal in a professional manner with external organisations and deliverers Will require discretion and self-confidence to resolve unexpected problems with minimal supervision. Will need to make frequent decisions and exercise initiative without ready access to Line Manager. Will need to take responsibility for own work programme with a high degree of autonomy.
Emotional Demands:	Working with young people who may be particularly vulnerable and have profound emotional problems Must be able to work with empathy, whilst also maintain a professional distance Will need to be non-judgemental and objective when working with clients from difficult backgrounds Will need to have a high level of advocacy skills to work on behalf of young people. Will need to have the strength of character to identify when a young person needs to be moved on to more intensive support than he/she is able to offer. Will need to have the resilience to work with challenging, aggressive or unmotivated individuals, and deal with the inevitable set-backs involved in supporting this client group.

Normal Work Location:

☐ Normally office based

☐ Office based but with some site / home / meeting visits

☒ Role involves substantial travelling with occasional visits to identified work base

Business Travel:

☐ No business travel

☐ Some business travel. Postholder may be called upon to provide own vehicle

☒ Some business travel. Council vehicle may be provided to postholder

☐ Postholder employed as driver / required to operate specialist machinery

<u>Exposure to disagreeable working conditions</u>

Environmental:

☐ Minimal / normal office environment

☐ Some

☒ Significant

Aggressive / Difficult Clients:

☐ Minimal

☐ Some

☒ Significant

Other Conditions

DBS Check Required:

☒ Enhanced

☐ Standard

☐ Not Applicable

Work Flexibilities / Restrictions

Politically Restricted Post:

☐ Yes

☒ No

Home / Mobile Phone Provided:

☒ Yes

☐ No

Protective Clothing Provided:

☐ Yes

☒ No

Language Skills - Workplace Assessment Levels

(i) Listening

0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time whe necessary

(iv) Writing:

0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in term of revision
5	Skilled – able to compete written work without the need for revision