

Job No : Job Description – Youth Support Worker – Reviewed May 2014 V4 Final

Wiltshire Council Standard Job Description

Job title:	Youth Support Worker	
Work base:	Locality based reporting to hubs (Trowbridge / Chippenham / Salisbury)	Service/team: Operational Children's Services (Early Intervention, Youth and Prevention)
Version number:	2/	JEQ number: 7325
SAP number:		Grade: J
Effective date:	October 2014	If a role which requires a CRB check, add the DACC code (available from HR):

1. Safeguarding

This is a generic statement which applies to all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.

2. Political restriction

This job is not politically restricted.

- Job context and purpose

The Early Intervention, Youth and Prevention Service seeks to provide children and young people, particularly those who are vulnerable with the positive, preventative and early help they need to improve their wellbeing. This involves the provision of targeted and tailored support early on as soon as problems emerge in order to prevent further difficulties arising or problems getting worse and reaching crisis point. The service has a key role in helping children, young people and their families to build resilience, overcome barriers, reduce risky behaviours and achieve positive outcomes.

The service is focused on safeguarding and promoting the welfare of children. This involves leading the team around the child process, signposting to other services and referring into children's social care where appropriate. The service endeavours to empower children, young people and their families by keeping them at the heart of service delivery and by enabling them to develop the capabilities they need to help themselves, be self-sufficient and take control of their own lives.

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The service has a key role in supporting the delivery of the Wiltshire Children and Young People's Trust and Wiltshire Safeguarding Children Board's Early Help Strategy. This sets out the strategic direction and objectives for Wiltshire's early help offer. The strategy includes the national Troubled Families initiative. The strategy sets out plans for achieving the best possible outcomes for children and young people by providing the right help as soon as it is needed.

The Early Help Strategy sets out 5 objectives for children and young people:

Objective 1: Ensure the best start in life.

Objective 2: Gaining the skills required to begin school.

Objective 3: Being ready for adult life.

Objective 4: Develop a family-based approach to early help.

Objective 5: Develop effective structures and processes to access early help.

Youth Support Workers will assist in the development and provision of high quality early interventions to address the assessed needs of young people and their families with the aim of safeguarding and promoting their welfare by reducing risky behaviours, building resilience and improving outcomes.

Youth Support Workers will achieve this by:

- Using the Team Around the Child (TAC) and a Common Assessment Framework CAF to ensure a multi-agency response to the assessed needs of a young person and their family;
- Addressing needs in the context of the whole family, working in a holistic way, tackling wider problems and addressing causes rather than symptoms;
- Taking on the role of the Lead Professional where required to coordinate a tailored package of support;
- Delivery of 1:1, group work, structured programmes and appropriate targeted interventions in a range of community based settings;
- Delivery of interventions which support interventions in the 'complex' or 'troubled' families.
- Working with and empowering young people and their families by ensuring they are kept at the heart of service design and delivery, and by supporting them to develop the capabilities and resilience they need to help themselves, be self-sufficient and to take control of their own lives;
- Support MAFs (Multi-Agency forums) through attendance and individual YP case management.
- Being outcome-focused to ensure that interventions make a difference to the lives of young people and their families;
- Building effective relationships with key internal and external partners including Social Workers, Youth Offending Team Workers, the Voluntary, Community and Faith Sector, Police and others to ensure that young people and families who would benefit from early help are identified at the earliest possible stage.
- To contribute to reductions in NEET (Not in Employment, Training and Education), youth offending and anti-social behaviour, substance misuse, primary/secondary school exclusion including promotion of good behaviour and attendance at school.

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3. Main duties

	Main Duties	Frequency (daily, weekly, monthly, quarterly, annually, and/or duration)
1.	Build effective relationships and work in partnership with colleagues across universal, targeted and specialist services to identify and track young people and families in need of early help e.g. via Multi-Agency Forums.	Daily
<i>Example</i>	<i>Regularly attend Multi-Agency Forums; Develop robust working relationships with providers of positive activities for young people in community areas and with other providers including schools and health..</i>	
2.	To lead Team Around the Child (TAC) Interventions supported by holistic, comprehensive and accurate assessments of young people and their families (e.g. using the Common Assessment Framework and other tools) in order to identify their support needs.	Daily
<i>Example</i>	<i>Set up TAC meetings, Complete CAF assessment, Risk Assessment and Intervention/Risk Management Plans.</i>	
3.	Engage effectively with and develop strong appropriate relationships with young people and their families and facilitate change.	Daily
<i>Example</i>	<i>Be a positive role model and provide appropriate support and challenge.</i>	
4.	To take on the role of Lead Professional where required to coordinate a tailored package of support for a young person and their family, and ensure a seamless multi-agency response to their assessed needs. This will involve managing a caseload of individual young people at any one time.	Daily
<i>Example</i>	<i>Develop detailed innovative intervention and risk/vulnerability management plans.</i>	
5.	To identify and refer young people and their families for specialist interventions where required.	Daily
<i>Example</i>	<i>Make referrals to MAFs, the Gateway Panel, WRMG, ASBRACs, Prevention/RJ Panels and other resource or intervention trigger panels as relevant.</i>	
6.	Provide appropriate support and challenge to professional colleagues to ensure that the voice of the young person is heard and that actions to support improved outcomes are being implemented.	Daily

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<i>Example</i>	<i>Advocate on behalf of a young person in a child protection case conference.</i>	
7.	To identify any safeguarding or child protection concerns, and take appropriate action to raise such concerns in line with Wiltshire’s Safeguarding Children’s Board safeguarding Procedures, Working Together 2013 and the Multi-Agency Threshold documents..	Daily
<i>Example</i>	<i>Lead Team Around the Child interventions. Make immediate referral to Children’s Social Care where child protection concerns are identified.</i>	
8.	To plan and deliver needs-led intensive 1:1, group work, structured programmes and appropriate targeted interventions in a range of community based settings in partnership with other colleagues and agencies. These should seek to address risk factors and build protective factors.	Daily
<i>Example</i>	<i>1:1 mentoring or group work within a school setting.</i>	
9.	Maintain accurate and up-to-date case management records of interventions and outcomes achieved.	Daily
<i>Example</i>	<i>Record all interventions in a timely way on the relevant electronic case management system in accordance with locally agreed policies and procedures.</i>	
10.	To attend and contribute to multi-agency meetings e.g. Team Around the Child, and ensure actions agreed are acted upon and reviewed for effectiveness.	Daily
<i>Example</i>	<i>Attend Child Protection Case Conference/Looked After Child Core Group meetings/Child in Need meetings.</i>	

And in addition, select a driver type from the choice below:

Driving at work:

Include in this section what driver type the role is from the three choices below. Refer to the [Corporate Driving at Work Policy](#) for further information.

Amend as appropriate to confirm the driver type for this role from either 1, 2 or 3:

2. The classification of this role is as a **Regular driver**:
- Licence is an essential requirement of the job and specified on job advert;
 - Required to drive for some or all of their role;
 - Drives their own car or pool car (e.g. social worker, environmental health officer etc.).

The role holder is required to:

- Register with Fleet Services as a registered driver;
- Read and be familiar with the Driving at Work Policy and the Drivers Handbook;
- To ensure a copy of the Drivers Handbook is kept in the vehicle at all times;
- To carry out a walk around check of the vehicle at the start of the shift and to report any

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defects to the manager.

4. Supervision/management of people

Possible director of team attached volunteers on a day to day basis.

5. Contacts and relationships

The post holder will be required to develop and maintain relationships with a wide range of internal and external stakeholders. This will involve working closely with professionals from a variety of support agencies (e.g. schools, police, housing, voluntary/community/faith sector, social care etc) to help young people and their families within their communities to build resilience, overcome barriers, reduce risky behaviours and improve outcomes.

6. Resources

N/A.

7. Physical and psychological demands

Complete the box below if there are health and safety demands which the job holder will be exposed to.

EXAMPLE	Frequency (daily, weekly, monthly, quarterly, annually)
Noise exposures (for work above 80 decibels)	N/A
A confined working space/environment.	N/A
Hand/arm vibration equipment use on a regular basis	N/A
Regular night shift work (not including day shifts)	N/A
Work with respiratory or skin irritants (COSHH)	N/A
Sole/isolated working with children or vulnerable adults who may be dependent on the worker for H&S and safeguarding issues.	Daily
Other <i>please state</i> :	N/A

8. Information technology

Use of IT equipment, including a laptop on a daily basis.

9. Financial responsibility

N/A.

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10. Health and Safety

To be responsible for your own health and safety and that of anyone else who may be affected by your acts or omissions.

12. Equality and Diversity

You are required neither to discriminate against, harass nor victimise: colleagues, suppliers or third parties at work. You are further required to report incidents of discrimination at work, either to your manager or anonymously via [the whistleblowing policy](#).

13. Records management

You are responsible for ensuring that all information sources for which you have responsibility are maintained in line with corporate guidance. This applies to all electronic and hard copy information. In particular, you must make sure that sufficient time is spent on ensuring that information is kept accurate and up-to-date and stored in ways that promote findability. All redundant information must be archived, deleted or physically destroyed in accordance with the corporate Records Retention Policy.

You should also ensure that access permissions are maintained to limit access to sensitive information. You are responsible for maintaining the confidentiality of sensitive data, whether held electronically or in hard copy, and promptly reporting all breaches, or potential breaches, of our Information Security Policy to the Information Assurance Team.

14. Other duties

You may be required to perform duties other than those given in the job description for the job. The particular duties and responsibilities attached to jobs may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a job. In cases, however, where a permanent and substantial change in the duties and responsibilities of a job occurs, consistent with a higher level of responsibility, then the job would be eligible for re-evaluation. (Staff temporarily undertaking additional duties may be considered for an honorarium payment subject to eligibility).

15. Other

The job holder will be required to work flexibly to meet the needs of young people and families. This will involve out of hours, evening and weekend work as required.

The job holder will also need to be able to travel to a variety of locations across the county.

16. Authority to work in the UK

You must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided by you as proof of identity are retained for our records, by providing these proofs the council will treat this as your consent for this to happen.

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PERSON SPECIFICATION

The person specification details the essential and desirable personal criteria which the job holder should possess in order to be able to successfully perform the job.

	Essential	Desirable
Qualifications or equivalent level of skill or knowledge	<p>A relevant level 3 qualification or above and post-qualifying experience in a related fieldwork setting.</p> <p>Knowledge of relevant legislation, statutory guidance, policy, practice and current issues in relation to work with vulnerable young people and families.</p> <p>Robust awareness, understanding and commitment to the safeguarding and protection of children and young people and/or vulnerable adults.</p> <p>Understanding of the issues that impact on the lives of young people and families, particularly those who are vulnerable and disadvantaged.</p> <p>Understanding of the importance of tackling the causes rather than the symptoms of problems.</p> <p>Good knowledge of risk and protective factors and how these can impact on life outcomes for young people and families.</p>	
Experience	<p>At least 2 years experience of working in a statutory or voluntary setting with children and young people aged 10-19.</p> <p>Evidence of working with young people their families, building capabilities and managing risk and vulnerability.</p> <p>Experience of working effectively with other professionals in order to safeguard and promote the welfare of young people, particularly those who have multiple and complex needs.</p> <p>Experience of supporting young</p>	

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	Essential	Desirable
	<p>people's voice and influence. Experience of using a relevant electronic case management system to record interventions with service users.</p>	
Management of people	N/A	N/A
Skills	<p>Able to engage, build and maintain sustainable, positive and appropriate professional relationships with young people and families, particularly those who are vulnerable, disengaged and have complex problems.</p> <p>Ability to develop and deliver a range of interventions including 1:1, group work and structured programmes in a range of community based settings, which support young people and families to achieve positive outcomes and divert them away from entry into statutory/specialist services.</p> <p>Able to use a range of multi-agency tools and processes such as the Common Assessment Framework (CAF) and Team Around the Child (TAC) to assess and address the needs of young people and families holistically.</p> <p>Ability to analyse, interpret and identify the needs of young people and families and devise a plan of action in order to meet these.</p> <p>Strong communication skills, written and verbal and good attention to detail. Ability to communicate with people from all backgrounds.</p> <p>Ability work on own initiative and as part of a team in a multi-agency setting, building strong and effective partnerships with internal and external partners.</p> <p>Understanding and responding to Safeguarding, Child Protection and early help/early intervention needs as outlined in Working Together</p>	

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	Essential	Desirable
	<p>2013 and the Multi-Agency Thresholds document.</p> <p>Good ICT skills.</p> <p>Understanding how Area Boards, Multi-Agency Forums, CAF & TACs work and how to influence effective outcomes or identified young people via such forums.</p>	
Literacy or numeracy	Good literacy and numeracy skills.	
Language (English or other languages)	English	
Safeguarding	Where appropriate – has up to date knowledge of relevant legislation and guidance in relation to working with and the safeguarding of children/vulnerable adults.	

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BEHAVIOURS

Detail below which behaviours are required for successful performance in the role, referring to the [Behaviours Framework](#).

	<u>Expected:</u> our required behaviours (the expected behaviours apply to all staff).	<u>Desirable:</u> Staff should seek to demonstrate these behaviours	<u>Aspirational:</u> These behaviours are required by employees looking to develop and those in senior or managerial positions
Excellence	Required for all roles	YES	N/A
Responsibility	Required for all roles	YES	N/A
Working together	Required for all roles	YES	N/A
Simplicity	Required for all roles	YES	N/A
Leadership	Required for all roles	YES	N/A
Trust and Respect	Required for all roles	YES	N/A

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