



YOUTH PROGRAMME COORDINATOR

Job Title	PROGRAMME COORDINATOR
Hours of Work	20 – 28 HOURS PER WEEK : MONDAY TO THURSDAY
Contract	FIXED TERM CONTRACT: IMMEDIATE START; ENDS 31 JULY 2022
Responsible for	VOLUNTEERS
Reports to:	PROGRAMME MANAGER
Salary band:	£22,000 - £28,000 FTE

ENVIRONMENT

The Baytree Centre (registered charity no 1175145) is a social inclusion project for local women and girls based in the heart of Brixton.

Inspired by Catholic Social Teaching, we aim to build confidence and self-esteem, promote aspirations, broaden horizons and help our beneficiaries to improve life chances for themselves, their families and their communities. Our programmes include academic activities and education support; one-to-one coaching and mentoring; skills development; and positive and well-being activities.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from underrepresented groups.

We are looking for an hard working, motivated and innovative person to be part of our successful and dedicated Youth Service team, which currently delivers programmes to over 250 girls (aged 6 to 18) each year. The successful candidate will have experience of delivering programmes for young people and will work with the team to strengthen and improve our existing provision. They will be a collaborative team-player, networking widely both internally and externally.



OVERALL PURPOSE OF ROLE

- Support the programme manager and team with the implementation of the Youth Service strategy through the development and delivery of academic (including STEM), positive/creative activities that also include physical & mental wellbeing programmes to meet identified local needs.
- To be a pro-active team member who generates a positive environment where girls and young women feel safe and engaged in an environment of learning & development.
- To work in partnership with families and other key people in the young person's life.

KEY DUTIES & RESPONSIBILITIES

- Assess the needs of the young people and co-design appropriate provision in line with the Service's strategic objectives and funder outcomes.
- Working with the Programme Manager, plan and organise high-quality academic, creative/positive activities, (including STEM, physical & mental wellbeing, arts and crafts, cookery, music and fitness activities) for young people from varying backgrounds that encourage their social and co-curricular learning.
- Ensure activities engage with and represent the diverse local community.
- Ensure that work records are promptly and accurately recorded onto the Centre's systems to enable monitoring and evaluation in line with relevant funder and strategic requirements.
- Working with the Programme Manager and Evaluation & Monitoring Officer, promote and conduct The Baytree Youth Council as well as regular youth led focus groups & surveys for both existing and potential service users.
- Working with the Volunteer Manager, develop role descriptions for volunteers to support youth activities and ensure volunteers are supported and recognised.
- Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding and health and safety.

STANDARDS AND QUALITY

The jobholder will be expected to:

- Encourage best practice and support of procedures to protect & safeguard children, young people & vulnerable adults.
- Carry out duties and responsibilities according to Baytree's Equality, Diversity & Inclusion commitment, Health & Safety Policy and all other policies, working practices & procedures.
- Ensure delivery meets the London Youth Silver, Matrix and Investing in Volunteers quality standards.
- Provide regular reports to the Programme Manager or Service Lead on activities against targets.
- Set a good example in terms of punctuality, manner, attendance and presentation.
- Submit an application for an enhanced DBS check.
- Positively participate in staff development, information and other team meetings.
- Ensure that beneficiaries' data is kept confidential in compliance with Baytree's policies.
- Support and demonstrate the cultures and values of the Baytree Centre.
- Perform such other duties as may be reasonably required of them.



PERSON SPECIFICATION

KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE
<p>QUALIFICATIONS</p> <p>Level 2, 3 or diploma in youth work practice</p> <p>Educated to degree level – ideally Social Sciences; Education/Teaching or related field</p>	<p>Desirable</p> <p>Desirable</p>
<p>KNOWLEDGE & EXPERIENCE</p> <p>Experience working with young people</p> <p>Experience managing, leading & delivering youth focussed projects</p> <p>Understanding and experience of safeguarding and health and safety procedures and regulatory frameworks relevant to the delivery of youth services</p> <p>Experience of building and nurturing strong and productive relationships, internally and externally</p> <p>Highly organised with good written & verbal communication skills</p> <p>Knowledge & understanding of other agencies involved in the delivery of services to young people</p> <p>Positive, friendly, welcoming and pro-active</p>	<p>Essential</p>
<p>Experience of working in a community setting or similar</p> <p>Good communication skills in Spanish, Portuguese, Somali, Arabic or another language widely spoken in Lambeth</p> <p>Local knowledge including an understanding of challenges faced by local young people</p>	<p>Desirable</p>



KEY COMPETENCIES/BEHAVIOURS

SETTING DIRECTION

Seeing the Big Picture : Understand how your work and the work of your team supports wider Baytree objectives and meets the needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.

Making Effective Decisions : Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users.

ENGAGING PEOPLE

Leadership : Show pride and passion for your work and positive and inclusive engagement with your team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with any inappropriate language and behaviours, including discrimination or misconduct. Give appropriate praise and credit to colleagues and stakeholders.

Communicating & Influencing : Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

Working Together : Be a collaborative, team player. Work together with and support peers in the Coaching team, Women's Services team and the broader Baytree organization. Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Follow up on their expressed needs. Be kind, polite and smile. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams to achieve results.

DELIVERING RESULTS

Delivering a Quality Service : Work with users to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the users and Baytree. Clearly explain to users what can be done and what cannot. Keep colleagues and stakeholders fully informed of plans and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good user service which balances quality and cost effectiveness.

Delivering at Pace : Follow relevant policies, procedures and legislation to complete your work. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

Changing and improving : Regularly review own and team's work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.