



YOUTH SUPPORT WORKER

Job Title	YOUTH SUPPORT WORKER
Hours of Work	35 HOURS PER WEEK : MONDAY TO FRIDAY
Responsible for	VOLUNTEERS
Reports to:	PROGRAMME COORDINATOR
Salary band:	£22,000 - £27,000 (DEPENDING ON SKILLS AND EXPERIENCE)
Process	<ul style="list-style-type: none">• Deadline for applications: midday 6th September 2022• Applications to be sent to: recruitment@baytreecentre.org.uk• Applicants to complete attached application form (no CV or covering letter)• Completion of monitoring form optional

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 are looking for a hardworking, motivated, and innovative person to be part of our successful and dedicated Youth Service team, which currently delivers programmes to over 300 girls (aged 6 to 18) each year. The successful candidate will have experience of working with young people and will work with and support the team to strengthen and improve the service. They will be a collaborative team-player.



Critical to their success will be their genuine empathy and commitment to Baytree's core principles and values. While our clients' needs are central to what goes on at the Centre, we also believe in inspirational staff. What we do, how we behave, what we deliver and how we deliver it, are all fundamental to ensuring that our clients' best interests are served.

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

OVERALL PURPOSE OF ROLE

You will work within an exciting and innovative team to assist in the organisation, planning, monitoring and delivery of effective youth provision for girls and young women.

- Support the Head of Youth Programmes and the Programme Coordinator to ensure the smooth running of holiday and after school activities delivered daily under the 4 key strands:
 - Education (with particular focus on STEAM)
 - Employability
 - Skills for life
 - Well-being (physical & mental) and positive activities
- Support the Youth Team to ensure timely and effective marketing, recruitment, registration and allocation of participants into activities and the ongoing management of their participation
- Support the Youth Team to ensure that work and performance targets are monitored, recorded and evaluated in line with relevant funder and strategic requirements through the coordination and completion of data input onto VIEWS the Centre's Monitoring & Evaluation platform.
- Act as a role model, support young people and facilitate their personal, social and educational growth.
- Be a pro-active team member who generates a positive and inclusive environment where girls and young women feel safe and engaged in an environment of learning & development.
- Work in partnership with families and other key people in the young person's life.



KEY DUTIES & RESPONSIBILITIES

SERVICE DELIVERY

- Overall management of the marketing, recruitment & registration process of activities, including the production of flyers, timetables, and monthly newsletters.
- Ensure activities engage with and represent the diverse local community including the celebration of key dates and festivities (e.g. International Women's Day, Refugee Week & Black History Month)
- Working with the young people ensure high levels of positive engagement whilst attending the Centre which will include managing disruptive behaviour and delivering sessions due to staff/volunteer absence.
- Support the Youth Team in the planning and delivery of the Youth Council to ensure that all provision is youth-led.
- Support and deliver appropriate after school and holiday activities and workshops for young people aged 6-19
- Develop strong and trusting relationships and support and mentor young people on a one-to-one basis as and when needed
- Assess the needs of the young people and co-design appropriate provision in line with the Service's strategic objectives and funder outcomes.
- Overall management of resources and materials (ensure that they are well stocked, organised, labelled, and kept accessible and tidy). Prepare and maintain club folders.
- Any other duties that fall in line with your role, as may be reasonably required by the Programme Coordinator

MONITORING & EVALUATION

- Ensure that participant & session data is 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 Head of Youth Programmes, Programme Coordinator and Monitoring & Evaluation Officer, promote and conduct The Baytree Youth Council as well as regular youth led focus groups & surveys for both existing and potential service users.
- Provide regular reports to the Head of Youth Programmes and SMT on activities against targets

GENERAL

- Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety and local policy developments
- Working with the Head of Youth Programmes & Programme Coordinator develop and implement an inclusive community outreach programme including marketing and engagement strategies.



STANDARDS & 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.
- Set a good example in terms of punctuality, manner, attendance, and presentation.
- Maintain a clear 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 core principles 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>Experience working with young people</p> <p>Experience managing & 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>Essential</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>Awareness and understanding of the realities and challenges of providing services to young people and families in a community context.</p> <p>Local knowledge including an understanding of and empathy for the challenges faced by local young people.</p> <p>A flexible, inclusive, and non-judgemental approach to people and work.</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>Desirable</p>

KEY COMPETENCIES/BEHAVIOURS
<p>SETTING DIRECTION</p> <p>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.</p> <p>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.</p>
<p>ENGAGING PEOPLE</p> <p>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.</p> <p>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.</p> <p>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</p>



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.