

Apprentice Youth Worker

Role Profile

Service: Youth Engagement Service – Children's Services
Band: Band 3
Reporting to: Team Leader
Responsible for: No direct reports



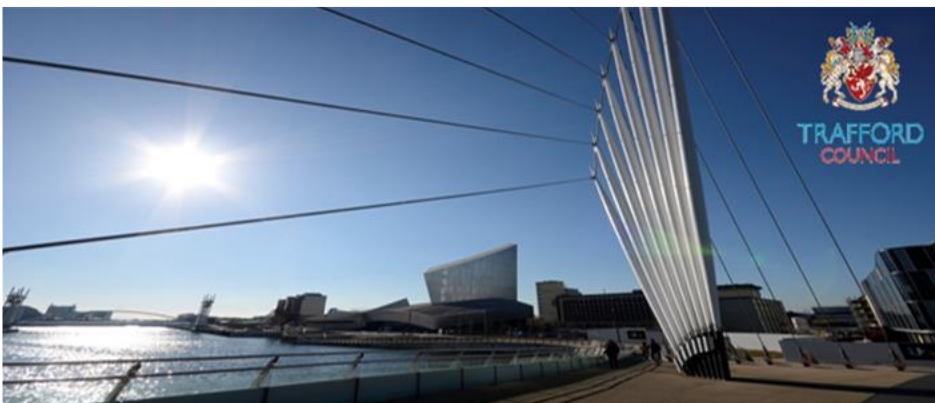
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Youth Engagement Service (YES) is part of Trafford Children's Services and sits within the Vulnerable Adolescent Service providing a range of support services to young people aged 11-25. The service provides universal, early help and intensive support whilst working alongside statutory services and other agencies. YES is responsible for delivering careers guidance services to the majority of secondary schools in Trafford as well as supporting young people who are not engaged in activity to make a positive transition to education, training or employment (EET). YES provides children's rights, advocacy and engagement services to cared for and care experienced young people, and is a nationally accredited (MATRIX) provider of Information, Advice and Guidance (IAG).

Youth Workers from YES support a range of activities across the borough from our Talkshop base in Sale. These include:

- Street Talk (detached Youth Work)
- Bumps and Butterflies (young parents/pregnant teenagers' groups)
- Sexual Health Services
- Youth Forum
- LGBT+ groups, and a variety of other activities

Youth Workers design, co-ordinate and deliver one-to-one casework, groupwork and project activities to young people aged 11-19 (up to 25 for young people with additional needs or who are care experienced), which supports Council priorities for young people in Trafford.

Your Main Priorities

In Year 1 of your apprenticeship, you will be supporting other staff and develop your one-to-one and group work skills. In Years 2 and 3 of your apprenticeship, you will have a greater level of responsibility, have your own caseload and may lead on the design and delivery of projects which will be co-designed with young people. By the end of Year 3, you will be able to deliver on all priorities.

- Providing advice, information, guidance (IAG) and support to young people via the Youth Engagement Service by delivering a range of early help and targeted support to young people with a variety of needs by working with them on a one-to-one basis and also via planned groupwork activities. Delivery will include supporting universal IAG, sexual health and young parents work as well as specific projects for young people.
- Assisting young people to improve their outcomes and providing informal education around any presenting issues, recording all interventions on relevant databases and monitoring systems for auditing purposes.
- Working with community and statutory partners as part of a multi-agency team approach to delivering improved outcomes for young people. The youth worker will support the local youth offer and work with voluntary, community and other groups to engage young people in their communities.
- Developing and delivering a mixture of universal and targeted services aimed at supporting all young people at Trafford through open access provision.

Key duties

- Supporting Youth Workers in the development of projects and/or activities, including supporting the management of project resources and support of volunteers, supporting the monitoring and evaluation of service provision, and individual casework delivery.
- Building up knowledge of the service to be able to assist in providing general information, advice and guidance (IAG) to young people both one-to-one and in groups at a range of suitable Centres and Outreach locations, whilst ensuring that IAG is of a high standard and that referrals are made and acted on in a timely manner.
- Assisting Youth Workers with their caseloads of young people and helping to monitor progress towards improved outcomes utilising appropriate tools (e.g. Outcome Star). For young people open to children's social care, you will gain experience and learn how youth workers will contribute to plans and record interventions on the relevant systems.
- Working with Youth Workers to help develop and deliver sex and relationships informal education and supporting partnership delivery of young people's sexual health clinics at various venues across the borough.

- Actively learning to develop partnerships with other agencies both in co-delivering specific projects and in order to receive and make suitable referrals, such as assisting in delivering a number of school-based workshops on topics such as, sex, exploitation, consent and safety, sexual health, conflict resolution, healthy relationships and emotional wellbeing.
- In Years 2 and 3, managing a caseload of young people and monitoring progress towards improved outcomes utilising appropriate tools e.g. Outcome Star. For young people open to children's social care, youth workers will contribute to plans and record interventions on the relevant systems.
- Assisting in the delivery of interventions to young parents and pregnant teenage groups within Trafford, on a wide range of topics such as health and wellbeing, sexual health, child development, healthy relationships, budgeting, healthy eating, the freedom project etc.
- Undertaking administrative duties including inputting of all interventions on the relevant databases, collation of data used and compilation of reports, using Microsoft Office applications.
- Working proactively in a restorative way to safeguard and risk assess the engagement of those accessing services to support a safe and inclusive environment for all young people and staff.
- Carrying out any other duties commensurate with the grade of the post as required from time to time by the needs of the service.

About You

Qualifications and Professional Development

- Level 3 qualification (A levels/BTEC/Access Course), GCSE at Grade 4/C or above, or functional skills qualification in English and Maths at Level 2
- Commitment to continuous personal and professional development, including gaining a relevant Youth / Community Work qualification

Experience and Knowledge

- Knowledge of Youth Work services, relevant advice, guidance, and contributing factors to youth voice/forum activities
- Experience of engaging with young people through work experience or volunteering activities
- Knowledge of issues affecting young people and how to support those who are facing a range of challenges in their lives
- Experience of using Microsoft office applications
- Awareness of GDPR principles and confidentiality
- Handling administrative work, including data collection and maintaining accurate records

Skills and abilities

- Ability to engage with young people to support positive change
- Able to exchange information and provide general advice, verbally and in writing
- Ability to form, develop and sustain trusting professional relationships with young people, colleagues, managers and partner organisations
- Customer service/engagement /listening skills
- Good organisational and planning skills; capable of using initiative to plan activities and complete tasks within appropriate timescales
- Able to work flexibly and adapt to changing needs of the service
- Ability to record and present information accurately and effectively
- Good attention to detail
- Able to work as part of a team, using creative and analytical skills to contribute to projects

Special Conditions

- Enhanced DBS required
- Unsocial hours/weekend work may be required
- Willing and able to travel and work at different locations across Trafford borough, including in local parks, on the streets, via the service mobile unit and in community venues

Date prepared/revised	New role profile – 11/07/2023
Prepared/revised by	A Zilkha / S Eckersley / R Pollard
Job Evaluation	30/06/2023

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.