

JOB DESCRIPTION

Job Title: Youth Mentor

Directorate & Section/Unit: Families First, Family Front Door service area.

Reporting to: Team Manager/Leader

Responsible for:

Salary Grade: Scale 5

DMA Management Level:

DMA Span of Control (Direct Reports):

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

To have operational youth work responsibility for service users within the multi-disciplinary Families First team in our Family Help model, where you will work using your skills, knowledge and experience under the delegated responsibility of a Team Manager/Leader with responsibility to ensure positive outcomes and targets as identified.

Main Activities & Responsibilities:

- Support young people and their families who meet service criteria.
- Work face-to-face on an individual and group basis with young people and their families
- Source and locate relevant local activities and activity centres (e.g., young persons' centre)
- Work with local partners who provide activities for young people
- Work with and engage with schools, colleges, and educational settings in the support of relevant activities
- Work with young people in a variety of settings
- Understand the challenges, issues and concerns facing young people in contemporary society.
- Deliver positive activities to young people
- Plan and deliver a range of programmes of positive activities
- To be the Lead Professional as required.
- Monitor outputs and outcomes against key performance indicators
- Support young people to be happy, healthy, and safe
- Be aware of risk and vulnerable situations when working with young people and Families

- Work effectively with partner agencies to deliver a quality service, focussed on achieving positive change for individuals
- Keep up to date with best practice and research youth activities
- Contribute to the continuing development multi-disciplinary working in Families First Team in line with Family help model.
- Take all reasonable steps to ensure the safety of self and service users
- To attend meetings and present information confidently and to receive advice and support from other professionals
- To attend and be actively involved in team meetings and supervision
- To respond in a timely manner to families and professionals
- Empower young people and their families to engage in activities
- To gain and represent the voice of young and their families and to seek to feedback on or from the intervention
- To be aware of the different strands of diversity when working with young people and families
- Be committed to safeguarding children and young people from CSE, abuse, extremism and domestic abuse

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the role and practice, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks. *
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.
- Ensure you work in line with the policies and procedures of Worcestershire Children's Services.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and Worcestershire Children First as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Group Managers, Practice Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Support and other school-based staff.

External: NHS, Clinical Commissioning Groups, Healthcare Professionals, Educational Settings, Suppliers, Statutory and Voluntary Organisations, service users, clients, customers, parents, pupils,

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author: Kevin Bryan Date: 03/03/2025

Date of grading confirmation:

PERSON SPECIFICATION

Job Title: Youth Mentor, Supporting Families First

Directorate & Section/Unit: Families First, Family Front Door service area.

Salary Grade: Scale 5

EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

It is **essential** that the post holder has:

- Significant experience of delivering group and one-to-one work and activities
- Experience of sourcing and locating relevant local activities and activity centres (e.g., young persons' centre)
- Significant experience of working with young people in a variety of settings
- Understanding of issues and concerns facing young people
- Experience of delivering positive activities to young people
- Experience of planning and delivering a range of programmes of positive activities
- Experience of monitoring outputs and outcomes against targets

It is **desirable** that the post holder has:

- Experience of supervising and motivating staff, both individually and in teams

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Considerable knowledge of local age-appropriate resources and activities
- The ability to plan and deliver engaging group and one-to-one activities
- Specialist knowledge of delivering group activities, such as in an educational or club setting
- Knowledge of paid and unpaid activities
- The ability to source and locate relevant activities
- Considerable knowledge of youth culture
- Working knowledge of current forms of social media communication
- Ability to build relationships and work effectively with all stakeholders and families
- Ability to manage own time, prioritise activities and maintain accountability for your work
- Ability to remain calm in difficult situations
- The ability to work with and maintain confidential information
- A genuine passion for working with vulnerable people with substance misuse problems
- Ability to take a non-judgemental approach
- Show creativity and innovation when applying intervention practices and theories
- The ability to share knowledge and offer specialist guidance to other practitioners to improve the support provided to families affect change
- Ability to make critical decisions and act in a timely, considered manner

- The ability to be objective and maintain professional boundaries
- Adopt a person-centred focus to communication
- Excellent IT skills, including Microsoft Office
- Specialist knowledge of harm reduction principles and practice
- The ability to effectively negotiate and influence

It is **desirable** that the post holder has:

- Experience of delivering successful activities and/or projects with young people.
- Experience of acting up and undertaking worker in charge roles.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Level 3 qualification or relevant experience in working with young people

It is **desirable** that the post holder has:

- Undertaken youth work training and/or has a qualification in work with young people.

ADDITIONAL INFORMATION

It is **essential** that the post holder is/has:

- Able to travel independently punctually within work area

It is **desirable** that the postholder has/is:

- Flexibility in terms of time and place to support delivery during school holidays, evenings and weekends

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