

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	ENGAGE Youth Support Worker
Grade	PS7	Reports to (role title)	Youth Offer Project Coordinator
		Directorate / School	Children, Families, Learning and Communities
JE Band	228-268	Service / Department	Youth Offer - Youth Offer Projects Team
		Date Role Profile was created	01/08/2023

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>This role is a critical part of the Youth Offer out of hours and early intervention provision. Please note: These are countywide roles that require a shift work approach that supports both the custody response to children and young people being arrested as well as the Daily Risk Briefing (DRB) response. Daily Risk Briefing (DRB) identifies and discusses all children detained in police custody the last 24 hours (or weekend) to share safeguarding and risk information. DRB helps us receive key information about an offence, victims and locations and will enable Engage youth workers to follow up on children and young people who were not seen in custody.</p> <p>The postholder will be asked to prioritise the building of positive relationships with the children and young people they meet and lead the Youth Offer responses that develop from the relationships</p> <p>This role includes:</p> <ul style="list-style-type: none"> <li>-Providing specialist Youth Work support at challenging moments in a Young Persons' life.</li> <li>-leading the delivery of daytime activity and learning programs.</li> <li>-Leading the engagement with Young People in crisis situations as the key Youth Workers in the Out of hours and DRB responses to children and young people being in custody</li> <li>-Leading the engagement of Young People at the point of arrest or as soon as possible after.</li> <li>-Creating tailored programs of support alongside professional colleagues.</li> <li>-Providing support to the wider Youth Offer Service.</li> <li>-Support the recording of accurate and timely reports and evaluations of work undertaken.</li> <li>-Maintain health and safety compliance as appropriate.</li> </ul>
<b>Work Context</b>	<p>The Youth Offer Service sits alongside Surrey Central Youth Offending Service, accountable to the Head of Development and Improvement Early Help and Adolescents interventions.</p> <p>The Youth Offer Service is comprised of four quadrant-based, youth work teams, teams of specialist youth workers (such as ENGAGE Youth Workers and CYP Haven Youth Workers) and in the future two team managers who lead across the north and south of the county. The Youth Offer does not provide a casework model instead leading in the engagement and development of young people that complements, supports, and enriches the casework models of aligned services.</p> <p>Primarily delivered and lead by professionally qualified Youth and Community Workers, Social Workers and Teachers, the service delivers a targeted offer of support, learning and development to some of Surrey's most vulnerable and challenging young people. The teams within the Youth Offer Service combine to deliver a vibrant offer to young people facing complex and adverse life experiences. It will be carefully formulated to meet the statutory requirements affecting individual young people where required.</p> <p>The Offer to children and young people is a relationship and strength based one that places children and young people at its heart. The service will adhere to Child First Principles throughout all its work to promote the best possible engagement and enable each Child and Young person to actively and positively influence their individual and collective experience of being with us.</p> <p>The voice of the young person will be sought and made visible throughout the intervention and engagement.</p> <p>The service will work primarily with 10–18-year-olds, who we will refer to as young people or children depending on the type of work. In some circumstances the age group may vary and can in some cases extend through to 25 years of age.</p> <p>The Youth Offer Service will work in a proactive and collaborative way with partners, stakeholders, and SCC</p>

	<p>The Youth Offer Service will work in a proactive and collaborative way with partners, stakeholders, and SCC colleagues from across directorates. This will enable us to deploy the best and most effective resource to create the greatest positive impact on young people and the wider community.</p> <p>The Youth Offer Service will work to improve the pro-social identity of children who are known to Police, Youth Offending Service, Children's Services Teams and Targeted Youth Support. This will be supported through the Youth Offer Service becoming both trauma informed and restorative throughout its delivery structure.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li> <li>• Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users.</li> </ul> <p><b>Case Management</b></p> <ul style="list-style-type: none"> <li>• Monitor, manage and deliver care plans in specified service area.</li> <li>• Undertake case related reports and maintain records in accordance with procedural and legislative requirements.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff.</li> <li>• Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Make recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance.</li> <li>• Able to plan, manage and prioritise a caseload and seek guidance where necessary.</li> <li>• Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal supervision.</li> <li>• Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff.</li> <li>• Experience of working with the user group and of staff supervision where appropriate.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Knowledge of and commitment to Child First Principles</li> <li>• Experience of and aptitude for working with Young People and Families in crisis</li> <li>• Knowledge and significant experience of working with challenging and vulnerable young people</li> <li>• Ability to develop positive plans of engagement with young people in community and home settings</li> <li>• Ability to work calmly and confidently under pressure</li> <li>• Ability to communicate effectively with Children and Young people, their Families, and other professionals</li> <li>• Ability to travel across the county as required</li> <li>• Knowledge of and ability to adhere to lone working policy and guidance</li> <li>• Good literacy, numeracy and IT Skills</li> <li>• Ability to transport young people between places of safety</li> <li>• Willing and able to undertake lone working as required</li> </ul>
<b>Role Summary</b>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>
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