## 

## ROLE PROFILE

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| **Job title** | Outreached and Detached Youth Worker | **Salary:** | £8.67 - £9.50 per hour |
| **Reporting to:** | Outreached and Detached Co-ordinator | **Holidays:** | 25 days plus 8 Bank Holidays (pro rata) |
| **Location:** | Wigan Youth Zone | **Hours:** | 4-24 hours dependent on candidate.) – (flexibility required, including evenings and weekends) |
| **Key Relationships:** | Youth Zone staff, Young People, Parents, External Stakeholders, Chief Executive, Board Members | | |
| **Benefits:** | Gym Access, Training opportunities and CPD – including First Aid, Safeguarding, Health and Safety etc. Career Development Opportunities, Access to the Onside Talent Academy, Birthdays off, Employee Assistance Programme (EAP), Cycle to Work Scheme | | |

**Role purpose:**

To work across Wigan Borough, approaching and engaging directly with groups of young people on their own turf and within their communities. To build relationships and to help young people to stay safe whilst reducing anti-social behaviour. To support a local youth project in Shakerley, planning and delivering activities for Junior and Senior sessions. To staff transport to and from Wigan Youth Zone, enabling young people to access the facilities. All of these elements can involve working in a challenging environment, remaining calm under pressure, dealing with challenging behaviour whilst maintaining overall discipline with good humour and continuing to engage with the young people.

**Context of the post:**

Wigan Youth Zone, the largest youth club in Europe, is centrally located, dedicated to young people and makes a bold statement about the importance of giving young people high quality places to go in their leisure time. The two-storey building has a four-court sports hall with climbing wall, a fully fitted fitness suite, a boxing gym, dance and performing arts studios, as well as music, media and visual arts facilities.  There is also a cafe, together with recreational and social areas.  Externally there are four all-weather kick-pitches and full-size skate park. Wigan Youth Zone is open 7 days a week, 52 weeks a year, providing local young people with somewhere to go, something to do and someone to talk to for almost eight years, winning UK Youth’s award ‘Youth Organisation of the Year’ in 2018 and shortlisted for the ‘Youth Work Award’ in the Children and Young People Now Awards 2020.

Since opening, the Youth Zone has facilitated over 500,000 visits to over 23,000 young people with impressive outcomes for those members across a range of measures such as confidence building, facilitating positive relationships and instilling ambition for adulthood. In 2020, the Youth Zone was primed for another year of significant outcomes – starting with a record attendance in January – however, in March the operation completely changed at pace to support as many young people, and the wider community, as possible in the wake of the Coronavirus pandemic. The context of our current recruitment drive is for Wigan Youth Zone to relaunch mass universal programming over the current year, ensuring that we continue to have a positive impact on as many young people’s lives as possible in Wigan and Leigh.

Wigan Youth Zone’s Outreach and Detached team work on the streets and parks of the Borough, engaging with young people who may not be accessing any organised provisions. Building relationships with groups and individuals may lead to direct help, access to WYZ or referral to other programmes or agencies. These young people may be vulnerable, engaging in risky behaviour or may be on the edge of the criminal justice system; as such, our engagement with them could be critical to their future.

As well as street-based work, the Outreach team run community youth groups for Juniors and Seniors at Shakerley Community Centre and are looking to expand this programme to other areas. These groups run a varied programme of sports, arts, music and other activities.

Since opening, Wigan Youth Zone has run a programme of free access transport to the centre from the East of the borough, regularly bringing in an extra 50-60 young people for a Friday or Saturday session. Staffing these buses or minibuses is critical to enabling many of these young people to access our provision and allows us to serve the whole of the borough to the best of our abilities.

**Values and Aspiration**

Wigan Youth Zone is a place of activity, adventure and fun for all young people where they can try new experiences and learn new skills. Wigan Youth Zone supports young people to reach their full potential, grow their dreams and achieve their goals.

Learn more here

<https://www.wiganyouthzone.org/our-present-our-past-our-impact/>

We are looking for someone who can deliver this aspiration for Wigan’s young people and share the following values:

* Is a positive role model for young people and who believes in and recognises young people’s

potential

* Has a positive and “can do” attitude
* Takes responsibility for their own actions
* Is committed to a culture of continuous improvement and subscribes to a “tonight’s better than last night” philosophy
* Is willing to go the extra mile to ensure great provision for young people

**Duties and Responsibilities – General**

* Work within the performance framework of Wigan Youth Zone and OnSide;
* Represent Wigan Youth Zone positively and effectively in all dealings with internal colleagues, and external partners;
* To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided);
* To assist with any promotional activities and visits that take place at the Youth Zone;
* To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership;
* To adhere to Wigan Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

**Duties and Responsibilities - Detailed**

* To make contact and establish relationships with young people in Wigan Borough;
* To encourage and enable young people to participate in a range of personally challenging activities at a local youth centre or at WYZ;
* To promote and staff buses and minibuses, enabling members to access WYZ;
* To work directly with children and young people to develop their social skills and build their confidence by delivering programmes of activities and services;
* To regularly deal with challenging behaviour in a closed environment, in a safe, fair, friendly and consistent manner;
* To directly deliver a high quality programme of activity that is exciting, safe, varied, innovative, developmental and directly responds to the diverse needs, concerns and interests of the members;
* To work flexibly to ensure the needs of the members are met, including disadvantaged children and young people and those with disabilities or additional needs;
* To ensure that the members maintain a high standard of behaviour and discipline during sessions and on transport;
* To ensure the participation of young people in activities and that their ideas contribute fully in the delivery and evaluation of activities;
* To support and motivate other staff and volunteers working in your and other areas;
* To work with key stakeholders, including Wigan Council, GMP, Inspiring Healthy Lifestyles, local businesses, schools and other organisations;
* To maintain records of young people’s attendance and discipline, update central data and report to your line manager;
* To promote and safeguard the welfare of children and young people at all times;
* To be an active member of the team and operate in line with the values and principles of Wigan Youth Zone.

The job holder will be required to adhere to the Youth Zone’s policies at all times, with particular emphasis on Equal Opportunities and Safeguarding. Attendance at events and conferences will sometimes be required.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** | | |
| Face to face activity delivery, working with children and young people (aged 8 plus) both in groups and individually | ✓ |  |
| Experience of working with challenging young people | ✓ |  |
| Experience of supporting young people who are disaffected, underachieving and / or have social / emotional barriers to participation | ✓ |  |
| Experience of working in a team and alongside volunteers | ✓ |  |
| Organising a programme of youth work activities |  | ✓ |
| Residential work with young people |  | ✓ |
| **Skills and Abilities** |  |  |
| Strong commitment to children and young people and an ability to engage and build positive relationships with all young people, including disengaged and disadvantaged young people | ✓ |  |
| Ability to develop good professional relationships with children, young people and adults | ✓ |  |
| Ability to work with young people to develop their social education by providing programmes of activities, services and facilities that are fun and enable young people to develop | ✓ |  |
| Ability to coach, encourage, motivate and provide reliable support to children and young people | ✓ |  |
| Confidence in managing a group of children and young people | ✓ |  |
| Ability to deliver high quality activity programmes with children and young people who face social exclusion, disadvantage and disaffection | ✓ |  |
| Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary | ✓ |  |
| Excellent written and verbal communication skills | ✓ |  |
| Good computer literacy including working knowledge of MS Outlook, MS Word & MS Excel | ✓ |  |
| **Knowledge and Understanding** |  |  |
| Understanding of the principles of working with children and young people | ✓ |  |
| Understanding of issues affecting young people’s lives | ✓ |  |
| Knowledge of health and safety, diversity awareness and safeguarding best practice and how these relate to children and young people | ✓ |  |
| Delivery of activities within an equality framework | ✓ |  |
| **Qualifications** |  |  |
| Introduction to Youth Work or Youth and Community Work NVQ / VRQ Level 1 or Level 1 Playwork |  | ✓ |
| **Personal Attributes** |  |  |
| Positive and enthusiastic | ✓ |  |
| Punctual and reliable | ✓ |  |
| Commitment to personal and professional development | ✓ |  |
| Interested in helping young people access positive activities | ✓ |  |
| A flexible attitude to work and a willingness to perform a variety of duties to ensure an efficient and effective service | ✓ |  |
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| Willing and able to work in the evenings, at weekends and in a residential setting | ✓ |  |
| Willingness to work in all weather conditions | ✓ |  |

The job holder will be required to adhere to the Youth Zone’s policies at all times, with particular emphasis on Equal Opportunities and Safeguarding

**Work Pattern**

We are looking for staff to work:-

Monday – 4pm – 9pm

Tuesday – 4pm – 8pm

Wednesday – 4pm – 9pm

Thursday – 4pm – 9pm

Saturday – 4pm – 9pm

Weekend work may be involved, depending on the development of Outreach and Detached projects and co-operation with other projects and departments.

**Remuneration package**

Salary: £8.67 - £9.50 per hour

Holidays: 25 days plus 8 Bank Holidays (pro rata)

**Wigan Youth Zone is also committed to the safeguarding of young people. This post is subject to a DBS check.**

**Closing date:** 23rd April 2021

**Interview date:** 24th April – 16th May 2021

**Start date:** 14th June 2021

**\*Please note, you will be required to attend a training week from 14th June 2021 – 18th June 2021)**