

JOB DESCRIPTION

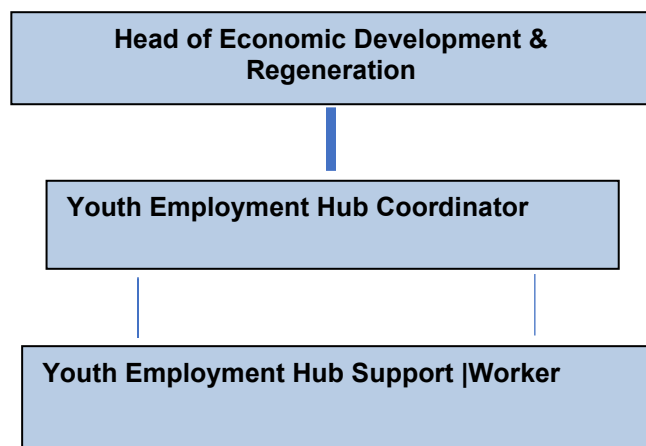
Job Title:	Youth Employment Hub Support Worker		
Directorate:	Place	Salary:	£30,024 - £35,412 plus LWA £729
Section:	Regeneration & Economic Development	Grade:	BG-H SCP 15-24
Location:	Open Learning Centre	Work Style:	Flexible

Key Objectives of the role

- To provide 1:1 support, informal mentoring and encouragement to young people engaging with the Youth Hub
- To build positive relationships and help young people overcome personal and practical barriers to education, employment or training
- To contribute to a welcoming, inclusive and youth-centred service that supports sustained engagement and progression

Designation of post and position within departmental structure

*Reports to: Youth Employment Hub Coordinator
Works alongside: DWP Job Coaches, Elevate staff, Skills Hub and wider Economic Development and Post 16 Strategy Manager
No direct line management responsibility*



Daily and monthly responsibilities

- Carry out structured assessments of young people's barriers to employment, education or training, using tools such as the Pathway Star and digital skills assessments, and use these to help develop personalised action plans in collaboration with the wider team
- Build trusted relationships with young people accessing the Youth Hub
- Provide 1:1 support and informal mentoring to build confidence, wellbeing and motivation
- Help young people navigate practical challenges such as transport, housing, budgeting or mental health, using good knowledge of local services to signpost effectively and work in partnership with internal and external support providers
- Offer flexible, consistent contact and encouragement to maintain engagement
- Support the coordination of informal group sessions or creative engagement projects (e.g. youth-led space design, social media volunteering)
- Encourage youth voice and participation in shaping the Youth Hub offer
- Work collaboratively with the Coordinator and DWP Job Coaches to provide wraparound support
- Maintain accurate and timely records of support provided, assessments completed, and progress made
- Promote a safe, inclusive and respectful environment, applying safeguarding and trauma-informed practice at all times
- Contribute to follow-up contact with participants after they leave the Hub, supporting tracking of longer-term outcomes

Scope of role

- Direct engagement with up to 140 young people per year, often including those with additional needs or vulnerabilities
- No budget responsibility, but contributes to reporting on funded outcomes and participant progress
- A key role in building sustained relationships that support young people to access work, training or education
- Works collaboratively within a multi-agency setting and supports the council's wider NEET reduction and inclusion strategies

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Level 3 qualification or equivalent experience in youth work, employability, education, social care or a related field</p> <p>Evidence of continuing professional development relevant to the role</p>	<p>Level 4 qualification in youth work, employability, or social care</p> <p>CEIAG qualification or experience of delivering careers information, advice or guidance</p> <p>Safeguarding or trauma-informed practice training</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Experience of working with young people facing barriers to education, employment or training</p> <p>Experience providing one-to-one mentoring or support</p> <p>Understanding of the challenges faced by NEET young people and vulnerable groups</p> <p>Ability to build trusted relationships and communicate effectively</p> <p>Experience of working collaboratively in a multi-agency environment</p> <p>Good local knowledge of support services and ability to signpost effectively</p> <p>Strong organisational skills, including accurate record-keeping</p> <p>Confident using IT systems for case recording and communication</p> <p>Awareness of safeguarding responsibilities and the ability to promote a safe, inclusive space</p>	<p>Experience delivering or supporting informal group sessions or engagement projects</p> <p>Experience using Star assessments (or similar) to identify and track barriers and progress</p> <p>Understanding of local post-16 education and training options</p>
Work-related Personal Requirements	<p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p> <p>Flexible, empathetic and responsive to the needs of young people</p>	<p>Interest in youth voice and co-production of services</p>

	Committed to inclusion, equality and promoting positive outcomes
	Self-motivated with the ability to work independently and as part of a team
	Positive, patient and solution-focused approach
Other Work Requirements	A satisfactory enhanced Disclosure and Barring Service check.
	This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies
	This post is exempt from the Rehabilitation of Offenders Act 1974
	Ability to work occasional evenings or weekends
Role models and demonstrates the Council's values and behaviours	Demonstrates integrity, respect, and a commitment to learning
	Models inclusive and customer-focused behaviour
	Supports the Council's Equal Opportunities and Equality & Diversity policies

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

