

JOB DESCRIPTION

Job Title	DurhamWorks Skills Officer – Youth Engagement
Job Holder	VACANT
Responsible to:	DurhamWorks Lead
Responsible for:	N/A

Main Duties:	As a Skills Officer, you will guide and support young people aged between 16 and 24 in their personal, social and educational development to help them reach their full potential in society. You will be responsible for building links with key partner organisations to ensure referrals are made to Foundation programmes and you will effectively engage and manage relationships with young people in order to provide diversionary activities away from anti-social behaviour through 1-2-1 and group activities.
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Responsibilities and duties specific to this Role:

- Delivery of the pioneering DurhamWorks 1-2-1 mentoring provision including supporting and coaching young people to develop their self-awareness, independence and individuality
- Develop and deliver employability and skills sessions and programmes
- Develop positive relationships with young people and adults who attend Foundation schemes
- Ensure sessions delivered are 'Ofsted ready' in line with current frameworks for inspection
- Guide participants through challenging periods and help guide them in changing attitudes and behaviour
- Identifying where targeted youth support is needed and facilitate referrals and connections
- Developing and building strong community relationships with external stakeholders i.e. schools and colleges, and developing relationships with youth networks
- Staying informed on legislation, local and national issues, and best practice in youth work
- Work collaboratively with young people to assess and identify their specific needs.
- Undertake work with the young people individually, within their families and in groups as appropriate.
- Reduce the likelihood of antisocial behaviours associated with this specific group of young people
- Attend regular team and organisation meetings reporting key performance achievements/areas for improvement.
- Embed the Programme Quality Framework into all recruitment and engagement activities.
- Any other duties as reasonably requested by the line manager/organisation
- Engage with stakeholders such as Police, Youth Offending Service, Schools and Social Services

Administration and M&E responsibilities and duties:

- Work within the established administrative and financial systems to ensure smooth running and quality of projects
- Submit regular programme tracking data including but not limited to; attendance, achievement, retention, success and learner progress against qualifications/personal aims
- Attend and positively contribute to programme standardisation meetings
- Complete relevant administration for partner agencies as required
- Produce accurate ad hoc reports as requested
- Answer internal and external queries in relation to your role in a timely and professional manner

- Ensure third party agreements, service level agreements, risk assessments, lesson files and session plans are up to date, in place and signed where relevant
- Ensure databases are updated on a regular basis with correct information
- Contribute to monthly reports (including dashboards), quarterly pro-v-act statistics, traffic lights and development plans
- Contribute to the Self-Assessment process and work to the agreed objectives for your team and the organisation
- Ensure effective assessment of learners on programme and high-quality document retention evidencing assessment and progress of learners.
- Internal Verification of Skills programmes

Development/Donor responsibilities and duties:

- Contribute to the processes of forward planning and development of programmes.
- Identify PR opportunities and case studies
- Undertake market research and customer/participant surveys
- Develop high quality schemes of work and lesson plans, sharing best practice in delivery in support of developing staff at the Foundation of Light
- Complete all paperwork and returns accurately and on time for funders and contract suppliers
- Build strong and lasting external business relationships with partners, donors and agencies
- Identify and source new opportunities
- Keep up to date with relevant developments in your curriculum area, geographic location and the third sector
- Ensure targets are met and programmes are on budget
- Support the objectives and aims of the Foundation of Light, and associated companies as relevant, as provided in the Business Plans
- Contribute to funding applications as required
- Attend relevant training and good practice events
- Organise and/or deliver Foundation events

Delivery responsibilities and duties:

- Deliver one-to-one and group interventions
- Lead and assist on workshops to young people and partners
- Deliver holiday, evening and weekend sessions as required by the timetable
- Work with the family unit to ensure they are aware of plans and targets for the young person
- Provide a high-quality, excellent customer/participant experience
- Follow accreditation and progression pathways as defined
- Having conversations with young people, identifying issues affecting them and how their needs can be met
- Taking part in outreach activities, both independently and in partnership with other services

Behaviour and Professional responsibilities and duties:

- Maintain working practices in line with Foundation of Light Equality and Diversity, Health and Safety and Safeguarding policies; self-awareness of own responsibility in these areas
- Ensure regulatory and legislative requirements are met at all times
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (as shown below) at all times
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD session as required
- Build strong internal relationships
- Work in collaboration with colleagues to achieve the end goal
- Ensure positive organisational messages and culture are maintained



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- Contribute to good housekeeping across all Foundation sites and equipment
- Follow the laid down policies and procedures at all times including safeguarding and GDPR

FOUNDATION OF LIGHT CORE VALUES

We work as a team

We are professional

We are proud of what we do and dedicated to achieving our goals

We are progressive and forward thinking

We are fully committed to achieving the best for our customers and communities

We are passionate and enthusiastic

Please note - you may also be required to carry out other tasks, not listed, to assist in the efficient operation of our business. At all times you will be required to act in accordance with company policies, follow departmental procedures and maintain the highest level of confidentiality.

Acceptance of the job description by the Employee:

Signed

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Print Name

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Date

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PERSONAL SPECIFICATION

Requirement	Essential (E) or Desirable (D)
Skills:	
Coaching	D
Mentoring young people	E
Informal tutoring	E
Strong presentation skills across a broad range of audiences	D
Networking with customers and contacting schools	E
Communication, oral and written	E
Planning and control	E
Team work	E
Work on own initiative	E
Interpersonal	E
Conflict handling and resolution	E
Creativity and imagination relevant to the workplace	E
ICT and administration	D
Ability to work under pressure and to tight deadlines	E
Application and funding bid writing	D
Group work facilitation	E
Multi-tasking	E
Managing people	N/A



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Excellent presentation and communication skills with the ability to influence, persuade and listen to others effectively	D
Qualities:	
Commitment	E
Flexibility	E
Honesty and trustworthiness	E
Motivation and enthusiasm	E
Patience and diplomacy	E
Persistence in the workplace	D
Determination to succeed and meet targets	E
Commitment to equality and diversity, safeguarding and health and safety	E
Flexible approach to working hours	E
Knowledge:	
A knowledge and understanding of working with young people	D
Experience of working with young people, particularly 8-18 year olds	E
Safeguarding	E
First Aid	E
An understanding of the issues faced by young people	E
Understanding:	
Delivery of exceptional customer service	E
Of the levels, abilities and ages of participants worked with	E
Of the need to work flexible hours to meet the needs of the charity	E
Commerciality	D
Workplace behaviours and conduct	E
Experience:	
Minimum of two years working with young people	E
Planning and working to budgets	D
Meeting targets in the workplace	E
Monitoring and evaluation mechanisms	D
Proven project management experience.	D
People management experience, in-particular management of a multi-disciplined team in a youth work environment.	D
A proven track record of managing relationships and partnerships and the ability to communicate with people	D
Qualifications (or recognised equivalent):	
Teaching:	
Teaching/tutoring qualification/L4	D



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Hold or working towards/willing to work towards Level 3 youthwork qualification	E
Hold or working towards/willing to work towards Level 2 Information, Advice and Guidance (IAG) qualification	E
Other:	
First Aid	E
Driving Licence	E
GCSE Mathematics and English at grade C or above	D
Safeguarding	E

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