

JOB DESCRIPTION

Division / Department

JOB TITLE:	Senior Outreach Officer (Youth)
DIVISION:	Community Hubs
GRADE:	Band 7
RESPONSIBLE TO:	Assistant Community Hub Co-Ordinator (Outreach & Engagement)
POST REFERENCE:	108286

Purpose of Post

- To support the Assistant Community Hub Outreach and Engagement Co-ordinator in developing, operating, evaluating and monitoring Community Hub outreach work in the Hartlepool area
- To actively promote learning opportunities, deliver and monitor new and existing programmes and support activities across Community Hubs and libraries in Hartlepool, with a particular focus on child and teenage audiences and youth employment pathways.

Key Relationships

- To liaise with service users, local groups, schools, organisations, agencies and partners to promote and develop the outreach offer within hubs & libraries to support young people's education and wellbeing.
- To work with other providers to promote literacy in children and teenagers in order to raise literacy levels in the borough.
- To work with the relevant Community Hub Co-Ordinator, Community Hub staff including the vehicle delivered service team, Hub partners and representatives of other organisations to ensure the quality and availability of an inclusive service

Main Duties and Responsibilities

- To liaise with the Community Hub Outreach and Engagement Co-ordinator/ Assistant Co-ordinator, hub/library staff to develop and deliver outreach projects to young people, adults and families throughout Hartlepool
- To initiate, develop and maintain contacts with Community Hubs, libraries, organisations, schools, parents, youth groups and carers.
- Communicate with Community Hub/Library Staff and the Jobs and Skills team to highlight partnership opportunities and pathways for young people.
- To be responsible for the day-to-day management and delivery of specific projects targeted towards engaging young people and adults in cultural activity and to collect statistics, provide relevant data and evaluation of events
- To carry out the above duties with minimum supervision.
- To communicate regularly and effectively with other Hub colleagues to facilitate the efficient operation of the Community Hubs.
- To encourage good relations with the community and to ensure and promote equal access for all, in recognition of differing needs, ages, cultures, disabilities, backgrounds and stages of development. This to be done in close co-operation with other staff, partners and specialist services.
- To ensure the collection of feedback to develop and improve standards of service provision.
- To work in close collaboration with the relevant Community Hub Co-ordinator to ensure the effective delivery of promotional and community engagement activities promoting and delivering the Community Hub and library annual programme of holiday activities, author sessions and Literary Events.
- To keep up to date with innovations and developments within the Community Hub and to advise, promote, action and assist in the implementation of new services.
- To carry out all of the above with strict adherence to Council policies and procedures, data management and safe working practice according to Health and Safety standards.
- Any other duties of a related nature which might reasonably be required and allocated by the Line Manager in the day-to-day provision of services to schools, nurseries and the local community. This will include presentations and talks as required.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: January 2026

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.