

North East Lincolnshire Council  
*Young People's Service*



**Volunteer**

# *Young People's* **Youth Work Policy**

something to do, somewhere to go, someone to talk to

## North East Lincolnshire Council Young People's Service

### Youth Work Volunteer Policy 2006

#### *Pre-requisites to becoming a New Youth Work Volunteer*

1. The minimum age for becoming a Youth Work Volunteer is 18.
2. The volunteer must complete a Youth Worker Registration form (YPS RF1) and submit it to the Central Youth Office (CYO) before **working as a volunteer** in youth provision for a second time.
3. The Young People's Service Senior Management Team (SMT) must request and receive a satisfactory reference for the volunteer within one month of the date the YPS RF1 was received at the CYO.
4. The volunteer must fully comply with the YPS process for obtaining a Criminal Records Bureau (CRB) disclosure and the disclosure must be declared satisfactory by the YPSM.
5. The volunteer must receive satisfactory medical clearance from NELC's HR Department Employee Health.
6. The volunteer must satisfactorily complete the YPS Volunteer Induction Programme within three months of the date the YPS Registration/ Application was received at the CYO.

#### *The Supply Panel Interview*

7. When items 2 to 6 (above) are in place, the volunteer can attend the first available supply panel interview (held three times per year). The purpose of the supply panel is to assess the new volunteer's suitability for youth work and training. The potential outcomes of the supply panel interview are as follows.
  - i. The volunteer is not suitable to continue working in the YPS in any capacity.
  - ii. The volunteer is suitable to continue volunteering but is not suitable to undertake further training or to undertake paid employment and will be treated as supernumerary to staffing requirements.
  - iii. The volunteer is suitable to undertake initial youth work training and when in training can be treated as a trainee youth worker in respect of staffing requirements.
  - iv. The volunteer is eligible to apply for paid (trainee) positions within the YPS.

v.

N.B. Normally, outcomes (iii) and (IV) (above) are used in conjunction with one another but (IV) can be used in isolation where the volunteer already holds a recognised youth work qualification.

### ***Registered Youth Work Volunteer Status***

This is awarded following outcomes ii to IV above.

### ***Expectations of the Young People's Service***

8. Registered Youth Work Volunteers will be regarded as full members of the youth work team and will receive all communications appropriate to the level at which they are working.
9. Registered Youth Work Volunteers will be offered the opportunity to make a contribution to the community by working with young people. This along with their other duties will be embodied within a job description to be agreed with an identified supervisor within one month of the supply panel interview.
10. Registered Youth Work Volunteers will be offered appropriate opportunities for personal development, training and accredited awards, which they can undertake in their own time.
11. They will be offered new experiences and the opportunity to gain confidence and satisfaction through their work with young people.
12. They will be able to engage in the YPS consultation process on a fair footing with other members of staff.
13. They will receive direction, guidance and support through the YPS process for managerial supervision and appraisal.
14. They will also receive peer support.
15. Travel and subsistence expenses incurred during essential activities will be reimbursed, on production of receipts and the completion of the requisite claim form.
16. If the services of a volunteer are no longer required, the appropriate manager will attempt to place the volunteer in another suitable provision within the YPS. If this is not possible, the volunteer will be informed in writing by the Young people's Service Office Manager.
17. Changes should be notified via the staff change form.

### ***Expectations of the Volunteer***

18. The volunteer will agree to the nature of their duties and the times they will work at the time the job description is finalised. These will be

detailed in an appendix to this agreement. The volunteer will provide as much notice as possible if s/he is unable to fulfil his/her commitment to the YPS.

19. The volunteer will adhere to NELC and YPS policies and guidance.
20. The volunteer will complete identified essential training and attend essential meetings.
21. The volunteer will participate in the YPS consultation process.
22. The volunteer will receive direction, guidance and support through managerial supervision and appraisal.

### ***Financial Risks***

23. The Council holds public liability insurance.

### ***Differences and Difficulties***

24. Volunteers are expected to raise differences and difficulties using the same NELC and YPS procedures as paid members of staff.
25. Supervising members of staff are expected to use the same procedures for managing volunteers as for paid members of staff.
26. If the volunteer's contribution is no longer in the best interests of service delivery, the volunteer will be advised that s/he is no longer welcome to volunteer by the YPSOM.

# North East Lincolnshire Council Young People's Service

## Job Description

**POST TITLE: YOUTH AND COMMUNITY SUPPORT WORKER**

**DEPARTMENT: YOUNG PEOPLE'S SERVICE**

**GRADE/SPINAL COLUMN POINT: JNC FIRST LEVEL**

**Unqualified - Points 2 – 5**

**Qualified - Points 3 – 6**

**REPORTS TO: SENIOR YOUTH AND COMMUNITY WORKER**

### 1. PURPOSE OF JOB:

Assist in working directly with young people as individuals and groups in order to help their personal development through informal education. To be actively involved in helping to meet their social educational, recreational needs in being healthy, staying safe, enjoying and achieving, making a positive contribution to their economic well being.

### 2. MAIN RESPONSIBILITIES

#### Unqualified

- i) To work directly with young people to develop their social education by providing programmes of activities, services and facilities. To develop their capacities and potential, through promoting their skills, self-worth, creativity and enterprise;
- ii) To establish contact with and guide young people as part of local programmes. To promote social inclusion through supporting disadvantaged young people, re-engaging them in learning and enhancing their employability. To encourage active citizenship and establish in young people an awareness of their rights and responsibilities to the wider community.
- iii) With support assist in the provision of advice and support to local community groups and agencies.
- iv) With support assist in the motivation, retention, developing and support of staff and volunteers;
- iv) With support assist with service development by contributing to planning, delivery and monitoring of local provision;
- vi) To assist the day to day administration to ensure effectiveness of Service;
- vii) To ensure compliance at all times with Council and Young People's Service policy requirements after appropriate training.

## **Qualified**

All of the above

- i) To assist in the provision of advice and support to local community groups and agencies.
- ii) To assist in the motivation, retention, developing and support of staff and volunteers;
- iii) To assist with service development by contributing to planning, delivery and monitoring of local provision;
- iv) To assist the day to day administration to ensure effectiveness of Service;
- v) To ensure compliance at all times with Council and Young People's Service policy requirements after appropriate training.

### **3. PERFORMANCE MANAGEMENT**

- To understand the value and usefulness of performance information and appreciate the need to monitor our progress (subject to appropriate training being undertaken).
- To have a clear focus on the key priorities of this authority and the impact an individual's work can make on whichever priorities are covered by their service area.
- Implementation of regular self-assessment programmes in line with corporate guidance and reporting cycles.
- Implementation of the Performance Management Approach that includes:
  - Delivery of clearly defined actions linked to the authority's key priorities and Performance Agreements.
- Planning processes that reflect continuous improvement and include regular milestone progress reporting.
- Implementation of IIP principles and systems (subject to appropriate training being undertaken).
- Delivery of Best Value principles (subject to appropriate training being undertaken).

#### **4. SUPERVISION/MANAGEMENT OF PEOPLE**

##### **Unqualified**

Will work within clear guidelines from the Youth and Community Worker. The postholder has no supervisory responsibility for staff but will have responsibility for supervision of young people in the centre/project after familiarisation and training. The post holder will support the personal and social development of young people and promote learning and achievement through voluntary relationships.

##### **Qualified**

Will work within clear guidelines from the Youth and Community Worker. The postholder has no supervisory responsibility for staff but will assist in the familiarisation of duties to other colleagues and supervision of young people in the centre/project after familiarisation and training. The post holder will support the personal and social development of young people and promote learning and achievement through voluntary relationships.

#### **5. CREATIVITY AND INNOVATION**

Initiative and independent action will be limited in this post. The work required will involve assisting with providing a programme of activities, services and facilities for young people who attend the centre/project. Under direction some creativity and innovation is required to match the local changing curriculum framework and national agendas and local young people's needs.

#### **6. CONTACTS AND RELATIONSHIPS**

The postholder will be in contact with the Youth and Community Worker, other colleagues within the Young People's Service. Working with; other agencies, schools, parents/carers, voluntary organisations, Connexions and other services to provide for the needs of young people under direction and supervision of your line manager. In particular with partners to assist towards:

- Reducing substance and alcohol abuse
- Improving sexual health and wellbeing
- Reducing teenage pregnancy
- Securing the engagement of young people in positive activities regardless of ability or disability

#### **7. DECISIONS**

**Discretion** – The postholder will apply judgement and discretion in ensuring the safety and welfare of young people and others. This includes deciding when to refer/call in more specialist assistance. There is an expectation that discretion has to be used around confidentiality of information. Advice and guidance is readily available and the postholder should liaise with Senior Youth and Community Worker accordingly.

The postholder after familiarisation and appropriate training must take into account Data Protection, Council Policy and Human Rights Act after appropriate training.

**Consequences** – The consequences of decision making are mainly confined to the centre/project environment. Effects of the postholder's judgement and discretion will contribute to the effectiveness of the service, the welfare and safety of others and the ongoing trust and respect required for working with young people.

## 8. RESOURCES

Whilst the postholder will assist in generally overseeing the safe environment of the young people, there is also limited responsibility for cash and equipment which includes collection of subs after induction.

## 9. WORK ENVIRONMENT

**Work Demands:** The postholder's programme of tasks will be subject to interruptions from staff and young people.

**Physical Demands:** Normal physical demands with occasional awkward postures, lifting, moving and handling equipment, furniture etc. after appropriate training.

**Working Conditions: Community** based. Flexibility is required to work at various centres/projects, community buildings and/or outside base including residential and trips. There is a requirement to work evenings and you be asked to work weekends.

**Work Context:** Occasional risk to personal safety (are reduced by Corporate and Service Risk Assessment Policy and Procedures, Lone Working Policy) e.g. lone working, educational visits after appropriate training.

## 10. KNOWLEDGE AND SKILLS

### Unqualified

- An interest in innovative activities which motivate young people.
- Organisational skills
- Numeracy and Literacy
- Effective communication skills in relation to young people
- Personal effectiveness
- Minimum Qualification – North East Lincolnshire process induction and introduction to youth work programmes followed by:

- Working towards NVQ Level 2: or equivalent Competence that involves the application of knowledge and skills in a significant range of varied work activities in a range of contexts. This is expected to be completed within two years from the start of your employment. In exceptional circumstances postponement can be granted.

**Qualified**

- An understanding of the intricacies and pressures which affect young people in society.
- Youth work standards
- Working with young people 11 – 25 years targeting 13 – 19 years one to one and in groups

**11. GENERAL**

- a) **Job Evaluation** – This job description has been set out in such a way as to allow for job evaluation adopted by the North East Lincolnshire Council.
- b) **Other Duties** – The duties and responsibilities in this job description are not restrictive and the postholder may be required from time to time to undertake additional duties. Any such duties should not however substantially change the general character of the post.
- c) **Equal Opportunities** – The postholder must carryout his/her duties with full regard to the Council’s Equal Opportunities policy after appropriate training.
- d) **Health and Safety** – The postholder must carry out his/her duties with full regard to the Directorate Health and Safety Procedures after appropriate training.

**Signature**

**Designation**

**Date**

**Job Description prepared by: Angie Butler/Jenny Berry**

**Job Description evaluated by:**

## North East Lincolnshire Council Young People's Service

### Employee Specification: Registered Youth Work Volunteer

<b>PERSONAL QUALITIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW IDENTIFIED</b>
<b>Skills</b>	<p>The ability to relate well to young people</p> <p>Effective communication Skills</p> <p>Ability to work within a team</p> <p>Use of ICT : internet, e-mail, word</p>		<p>Induction</p> <p>Supply panel</p>
<b>Social Skills</b>	<p>Patience</p> <p>Flexibility</p> <p>Interpersonal skills</p>		<p>Induction</p> <p>Supply panel</p>
<b>Relevant Experience</b>		<p>Youth Work experience, work with young people in college, school or other formal, informal and non formal setting (paid or voluntary)</p>	<p>YPS4</p> <p>Induction</p> <p>Supply panel</p>
<b>Knowledge</b>		<p>Issues which affect young people</p> <p>How to support young people's participation.</p> <p>Awareness of Equal Opportunities</p> <p>How to Plan, monitor and evaluate</p>	<p>Induction</p> <p>Supply panel</p>
<b>Qualifications</b>		<p>National or Local Youth Work qualification recognized in the JNC report (1999) or achievement of Local qualification via Initial Youth Work Training within 2 years of appointment</p>	<p>YPS4</p>
<b>Job Related Circumstances</b>	<p>Commitment to own and professional development</p> <p>Can give a regular weekly commitment.</p> <p>Work occasional weekends</p>	<p>Driving licence</p>	<p>Induction</p> <p>Supply panel</p>

**Further Copies Of this Document can be obtained from:**

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