



AYRSHIRE360

Job Outline

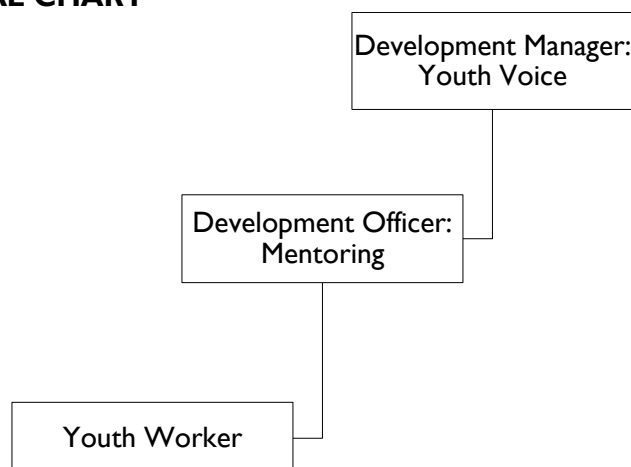
Post:	Youth Worker
Service:	Community Activities
Section:	Community Pathways
Grade:	G6

Job Summary: Contributing to and delivering excellent customer service across East Ayrshire Leisure Trust, the Youth Worker will have a passion for empowering young people and delivering high-quality youth work programmes that will drive your commitment to co-ordinate services that make a real difference in local communities. By creating safe, inclusive, and engaging environments, you will inspire and support youth people to participate in activities that improve wellbeing, build confidence, and develop skills. Contributing to innovative programme design and modern youth spaces, you will help maximise opportunities for young people to thrive, while ensuring our services remain dynamic, accessible, and valued by the community.

Through a determination to deliver our vision you will strive to exceed the expectations of our Strategic Framework and in doing so promote and recognise the importance of our vision and values;

- **B**eing honest and demonstrating integrity at all times
- **E**ngaging and inclusive with our people, partners and stakeholders
- **S**triving for continuous improvement by being ambitious and aspirational in all that we do
- **T**aking responsibility and being accountable for our organisation and our service delivery

A. SECTION STRUCTURE CHART



B. KEY AREAS OF PERFORMANCE

1. Co-ordinate and deliver programmes that build and develop essential skills such as communication, trust, confidence, teamwork, problem-solving, and resilience through a youth work role-model approach.
2. Support young people in preparing for their education transitions, employment and life skills for independent living and positive destinations.
3. Co-ordinate and deliver universal youth work sessions, including sports, arts, and social activities within a safe, welcoming space that provide equitable opportunities for all young people.
4. Develop and facilitate opportunities for young people to influence decisions and co-design activities that meet the diverse needs of communities whilst promoting leadership and volunteering roles.
5. Develop and deliver programs that build in awards and accreditation for young people to support their personal development.
6. Demonstrate high quality customer and visitor engagement and provide customers with clear and accurate information on venues and services to best serve the needs of our communities.
7. Co-ordinate the day-to-day operational set up, delivery and completion of programmes, activities, events, workshops and services whilst ensuring that all areas are compliant with all relevant protocols
8. Work collaboratively with all service areas, and with all partners, stakeholders and communities to engender a more cohesive and corporate approach to joint working.
9. Maintain an up-to-date knowledge of current developments and trends ensuring that the service aspires to be at the cutting edge.
10. Support the Development Officer in implementing change arising from current and future service delivery ensuring a proactive approach in the development of new working arrangements with partners and employees across Ayrshire360.
11. Follow all maintenance protocols ensuring of all equipment is fit for purpose, planned and procured to support programmes, activities, events, workshops and services
12. Undertake, as appropriate property and safety checks and assist with security procedures to ensure the security, safety and cleanliness of buildings for visitors and staff.
13. Develop, co-ordinate and deliver a wide range of high quality, planned programmes, activities, events, workshops and services in order to meet the priorities outlined in the delivery plans.
14. Support a culture of collaboration across all activities promoting a positive outward facing culture of high performing, customer focused service delivery.
15. Work within a best value context, assist in the development and implementation of areas for improvement across all planned programmes, activities, events, workshops and services.
16. Undertake a range of administrative duties in support of planned programmes, activities, events, workshops and services.
17. Support the Development Officer in the delivery of statutory duties as appropriate.
18. Work with internal and external partners to achieve and maintain relevant accreditations.
19. Exemplify, at all times, the culture of the organisation, by demonstrating our B.E.S.T. values.
20. Implement a positive ethos through the effective development and involvement of our people, and ensure that they are appropriately empowered, trained, valued and supported.
21. Support the implementation and effective reporting of qualitative and quantitative performance indicators including national statutory requirements.
22. Support the preparation of applications for external funding and provide advice and guidance to colleagues and partners on the identification and development of income streams to support programme and service development.

C. ACCOUNTABILITIES

23. Promote the health and safety of employees at work and of service users undertaking and implementing appropriate risk assessments and ensuring compliance with the Trust's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.
24. Ensure all activities for which the post holder is responsible are delivered in accordance with Ayrshire360's Equality and Diversity Policies and the statutory, general and specific Equality Duties.
25. Ensure that Ayrshire360's Customer Service and Customer Charter is followed in all dealings with the people we serve.
26. Adhere to the Trust's policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
27. Implement and participate in the Ayrshire360 Review and Development process annually in accordance with Ayrshire360's procedures.
28. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Trust's policies and procedures.
29. Represent Ayrshire360 at appropriate external events and meetings in accordance with the remit and status of the post.

This outline is indicative of the nature and level of responsibilities associated with this post. It is not exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the grade.

Designation: Youth Worker	Post No:
Service: Community Activities	Section: Community Pathways

Attributes:	Essential Criteria	Desirable
Qualifications	SVQ Level 3 / HNC in a relevant qualification or equivalent demonstrable experience.	
Knowledge & Skills	- Knowledge of Community Learning and Development and/or youth work and associated national outcomes and framework. - Awareness of national and local development within a youth work context. - Knowledge of Health and Safety relevant to the work environment. - Ability to complete tasks within a context of competing demands. - Ability to build good working relationships at all levels. - Good planning and organisational skills. - Effective interpersonal and communication skills.	- Working knowledge of the services provided by East Ayrshire Leisure. - Hold a full current Driving Licence/ability to travel throughout East Ayrshire.
Experience	- Experience of working in a youth work environment. - Experience of delivering youth work programmes, events and workshops to young people. - Experience of delivering programmes on an individual basis and group work setting. - Experience in monitoring, evaluating and reporting of programmes. - Experience in the use of Microsoft Office packages. - Experience of dealing with the public in a customer focused environment.	

VALUES:	VALUE STATEMENTS
Honesty & Integrity	B eing honest and demonstrating integrity at all times
Engaging & Inclusive	E ngaging and inclusive with our people, partners and stakeholders
Ambitious & Aspirational	S triving for continuous improvement by being ambitious and inspirational in all that we do
Responsible & Accountable	T aking responsibility and being accountable for our organisation and our service delivery