

Job Description

Post:	Senior Children's and Young Persons Worker
Location:	Knowsley, Merseyside
Responsible to:	Refuge Manager
Hours:	35 per week, Monday – Friday 9-5 flexible upon request
Salary:	£28,556.33 per annum + 6% pension contribution

Purpose

To offer age appropriate therapeutic and practical support services to children and young people (C&YP) within a safe, supportive, and welcoming environment. Ensure C&YP are offered support, advocacy, and information, including safety planning and risk assessment.

Key Responsibilities

- To develop and maintain age-appropriate support services for C&YP ensuring a sensitive and responsive service in a warm and welcoming environment.
- To report to the Refuge Manager concerning the day-to-day operation of the service and to prepare progress reports as required.
- Ensure accurate records of contact with C&YP, information provided, support offered and referral to other agencies are maintained.

Service Delivery and Performance

- To make contact with, and referrals to, other agencies such as schools, clinics, health visitors, options team, children's centres etc., and to maintain good working relationships with both statutory and voluntary agencies to ensure accurate, up to date information on relevant services and/or support is available.
- To undertake an assessment of each C&YP needs when they enter refuge and to ensure the assessment is reviewed in partnership with the C&YP where appropriate.
- To ensure individual support plans are completed for every C&YP which includes actions identified and agreed following assessments.
- To monitor the progress of C&YP using appropriate resources/tools including the On Track system.

- To offer one to one support to children/young people on a regular basis.
- Support young people with their educational needs, by facilitating homework groups, as well as working actively in partnership with local schools to offer a package of support to the child/young person.
- Plan and organise trips/activities, including off site, for C&YP along with their mothers/carers where appropriate.
- To develop and facilitate therapeutic group programmes for C&YP.
- To ensure C&YP are provided with opportunities to improve and develop the service, that they are consulted, and their views taken into account.
- To work closely with refuge workers to provide practical information and assistance to women about local services for C&YP such as play schemes, nurseries, schools, youth clubs, children centres etc.
- To ensure that any issues in relation to safeguarding C&YP or vulnerable adults are brought to the immediate attention of the safeguarding lead The First Step.
- To work with refuge workers to ensure a package of support is provided to C&YP and their mothers, ensuring sensitivity to cultural needs and to address any issues such as discrimination and other barriers to accessing services.
- To advocate on behalf of C&YP and, when required mediate between mother/child or between siblings/peers.
- Attend annual residential holiday with C&YP and mothers/carers (depending on available funding).
- To attend safeguarding/child protection meetings as and when required and as time constraints permit.

Additional Workers and Volunteers

- To ensure all workers/volunteers of the service are fully aware of all The First Step policies/procedures with particular reference to safeguarding children, health & safety, risk assessments and equality and diversity.
- Provide day to day support, advice and back up to C&YP service staff and volunteers.
- To assist in recruitment, selection, training, and induction of additional workers and/or any volunteers.

Administration

- Ensure accurate records of contact with C&YP, information provided, support offered and referral to other agencies are maintained.
- To use the agency database (On Track system) for case management.
- Be aware of and work within any resource limitations. Record all financial transactions and ensure the safe keeping of petty cash.
- To comply with monitoring and evaluation requirements of appropriate bodies e.g. The First Step, Children in Need, KMBC, Ofsted etc.
- To be self-servicing in terms of word processing, reports, letters, emails and all administration needs.
- To undertake evaluation work with users of The First Step services and co-operate in the ongoing evaluation of all The First Step services.
- To undertake risk assessments for all activities to ensure that all health & safety requirements are met.
- To ensure an inventory of all C&YP equipment and resources is established and maintained.
- To ensure that security of sensitive information is maintained in compliance with The First Step Data Protection and Information Management policies and procedures.
- To be aware of the time limited funding for this project, and to work with the Refuge Manager in identifying other sources of funding to sustain and develop the project

Building Management

- To support the Refuge Manager in ensuring the refuge is well maintained with all defects and maintenance issues dealt with effectively and all health & safety requirements are fully met.
- To ensure awareness and compliance with all the policies and procedures for women and C&YP leaving and entering the refuge.

General

- To keep up to date with domestic abuse issues and participate in all training courses, internal and external, relevant to the post, or to The First Step's commitment to providing a quality service to its service users and stakeholders.

- To attend staff meetings, operational meetings and any other meetings as required. To attend all personal supervision meetings.
- To represent the agency (including dress code) in a professional manner at all times.
- To be aware of the differing cultural and special needs of women and C&YP using the refuge. Ensuring the service is accessible to all.
- To work with other members of the staff team in actively promoting the provision of equity and access by The First Step and in promoting non-discriminatory practices in all areas of work.

General

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. The job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading. All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the ACT and any failures to disclose such convictions could result in dismissal or disciplinary action by The First Step. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

Principal Terms & Conditions

- Salary paid monthly.
- Employer pension contribution of 6%.
- 35 hours per week.
- Business mileage allowance of 45p per mile.
- 25 days annual holiday pro rata for part time plus statutory bank holidays.
- 365-day access to an Employee Assistance Programme.
- Position is subject to funding till April 2025.

Children's and Young Persons Worker – Person Specification

This person specification states the essential experience, knowledge, skills and attitudes which the selection panel will use to draw up a shortlist of applicants to be interviewed. When filling out your application form, please think carefully about how you can demonstrate that you meet each of the criteria in the person specification and give examples wherever you can. It is insufficient simply to repeat what it says in the person specification. **We are aware that we are asking for a wide range of skills and experience and will consider applications from people who would be prepared to build their experience, skills, and knowledge to acquire what is required.**

Criteria
Education/Qualifications
<p>Essential</p> <ul style="list-style-type: none"> • NNEB, NVQ Level 3 e.g., Working with C&YP or equivalent. • Domestic Abuse Training. • NVQ Level 3 or equivalent in Health & Social Care, Children & Young People, or relevant areas. • Safeguarding and Child Protection Training (up-to-date and relevant). <p>Desirable</p> <ul style="list-style-type: none"> • Paediatric First Aid Training. • Helping Hands • You and Me, Mum. • IDVA Qualification.
Experience
<p>Essential</p> <ul style="list-style-type: none"> • Direct experience of working with children/young people. • Experience of organising and providing play and other activities. • Direct work experience of working with families impacted by domestic abuse. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in a residential setting, refuge, children's centre, or other relevant agency. • Experience of managing a team or supervising junior staff, volunteers, or students. • Experience of developing and delivering support plans for children and families in crisis or experiencing trauma. • Experience in conducting risk assessments and developing safety plans. • Experience of working with vulnerable children and families affected by domestic abuse, homelessness, or similar issues. • Experience of applying for grants/ funding

- Experience of report writing and collating data for reports

Abilities/Skills/Knowledge

Essential

- Ability to work flexibly and positively within a demanding environment.
- Ability to use Microsoft Office (word, excel, outlook etc.)
- A commitment to follow the policies, procedures and principles of The First Step and be committed to empowerment, support, and equality.
- In-depth understanding of safeguarding procedures and child protection protocols, and experience in implementing them.
- Knowledge of the impact of domestic abuse on children and young people, including the long-term effects and trauma.
- Understanding of child development and how trauma and abuse impact on emotional, behavioural, and social development.
- Familiarity with relevant legislation, such as the Children Act 1989 and 2004, and the Equality Act 2010.
- Knowledge of multi-agency working, particularly in child protection, health, and social services.
- Excellent interpersonal skills with the ability to build trusting relationships with children, families, and colleagues.
- Strong leadership and management skills, with the ability to motivate and inspire a team.
- Ability to develop and deliver individual support plans and interventions for children and young people.
- Clear and effective communication skills (both verbal and written), including the ability to produce reports and case notes.
- Good organizational and time management skills, with the ability to manage multiple priorities and meet deadlines.
- Ability to provide emotional support to children and young people in crisis, managing difficult situations with sensitivity and professionalism.
- Capacity for reflective practice, with a willingness to engage in ongoing professional development.
- Ability to work under pressure and manage stress effectively, particularly in a fast-paced, emotionally demanding environment.

Desirable

- An understanding of the effects of deprivation, trauma, and the environment on survivors functioning.

Personal/Attitudes/Qualities

Essential

- Non-judgmental approach to clients and other professionals.
- Flexible attitude to day-to-day tasks and be able to move from one task to another easily.
- Reliable and punctual.
- Commitment to learning and self-development
- Empathy and compassion, with a non-judgmental approach to working with children and families in crisis.
- Resilience and emotional maturity, with the ability to manage challenging and complex situations.

- Commitment to equality, diversity, and inclusion, ensuring that services are accessible to all children, regardless of background.
- Positive attitude and initiative, with the ability to work autonomously and as part of a team.
- Flexible and adaptable, with the ability to respond to the evolving needs of the children and families in the refuge.

General

Essential

- Candidates must satisfy the interview panel that they have an objective distance from any personal experience of violence/abuse.
- This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for an Enhanced Disclosure to be made to the Disclosure & Barring Service for details of any previous criminal convictions.
- Section 7(2)(d) of the Sex Discrimination Act 1975 applies to this post.

Desirable

- A driver with a clean driving licence and own car.