



Youth Enquiry Service (Wycombe)

Charity No: 1129013 | Company No: 06831291

If you need to talk, **we're here for you.**

JOB TITLE	Support Worker
SALARY	£14 per hour (FTE £29,120)
HOURS	Flexible – we have both full-time and part-time roles available. Working pattern to be discussed at interview, with shifts available between the hours of 9am and 8pm Monday to Friday, and 10am and 3pm on Saturdays.
CONTRACT	Fixed term to 31 st March 2025
LOCATION	High Wycombe, Buckinghamshire
CLOSING DATE	Midnight Monday 3 rd June 2024
INTERVIEWS	Face-to-face interviews will take place at our drop-in centre on: Monday 10 th June to Saturday 15 th June 2024

HOW TO APPLY:

Please email your CV and a covering letter to lisa.kelly@yeswycombe.org. Your covering letter (no more than two sides of A4) should outline how your knowledge, skills and experience align with the person specification and role responsibilities detailed in this document.

ROLE BACKGROUND:

Youth Enquiry Service (YES) is a charity that has supported young people in High Wycombe and the surrounding areas for over 40 years. We have an established reputation for offering accessible, friendly, and safe services for young people, which includes one-to-one counselling, sexual health information, and drop-in information, advice, and guidance.

This is an exciting time for YES, as we have recently been awarded funding to expand our services as an early-intervention mental health support hub for young people. This expansion will enable us to significantly increase capacity within our pre-existing services, as well as set up several new services including schools-based counselling, peer support groups for young people and for their parents/carers, and a young person's advisory board who will help shape YES services.

As part of our planned service expansion, we are seeking to recruit Support Workers who will be the first point of contact for young people visiting our drop-in centre, and who can provide a range of information, advice, and guidance, to young people aged 13 to 25 years.



OTHER INFORMATION:

Youth Enquiry Service is committed to safeguarding and promoting the welfare of the children and young people with whom we work. This post is therefore subject to an Enhanced (with Barred Lists) DBS check. References will also be required, and candidates must already have the right to live and work in the UK.

ROLE RESPONSIBILITIES:

Working with young people:

- Be the first point of contact for young people visiting our drop-in centre.
- Provide information, advice, and guidance to young people on a range of topics including (but not limited to) housing, employment, education, benefits, sexual health, and personal safety.
- Signpost or support young people to access other services when appropriate.
- Co-facilitate targeted small groups.

Contributing to YES continued expansion by:

- Attending local events which raise awareness of YES services
- Building relationships with other local service providers, including charities, community groups, statutory and NHS services
- Identifying and discussing opportunities for service improvement with the management team
- Undertaking both internal and external training opportunities that contribute to the skills and knowledge held within the staff team

Day-to-day administration and service delivery including:

- Maintaining accurate records of support delivered to young people, using the Charitylog case management system
- Ensuring the drop-in centre is presentable, welcoming, safe, and operating in line with YES policies and procedures
- Responding to enquiries from service users and the public via telephone and email



PERSON SPECIFICATION:

Experience & Knowledge	Essential	Desirable
Experience of supporting young people aged 13 to 25	✓	
Experience of delivering information, advice, and guidance		✓
Experience of supporting people experiencing poor mental health or distress	✓	
Understanding of working within confidentiality, data protection, safeguarding and equality frameworks		✓
Understanding of the current needs and challenges faced by young people	✓	
Understanding of the current needs and challenges faced by young people from specific demographics/communities, such as SEND, LGBT, ethnic minorities, or young carers.		✓
Knowledge of local charity and statutory services available to young people		✓
Skills & Attributes	Essential	Desirable
Excellent interpersonal and communication skills, both verbal and written	✓	
Good IT skills including Microsoft Office and data entry onto our case management system	✓	
Ability to work in a person-centred manner, quickly able to build trust and rapport with young people	✓	
Can discuss sensitive and confidential information with discretion	✓	
Self-motivated, with ability to work with minimal supervision and use own initiative	✓	
Embraces opportunities to widen knowledge and develop new skills		✓
Other	Essential	Desirable
Level 2 (or above) qualification in relevant subject, such as youth work, social care, mental health, or providing information, advice, and guidance.	✓	
Able to work out-of-hours and/or on weekends on occasion (time of in lieu)		✓