



Job Title: Outreach and Support Officer

Location: High Wycombe

Hours: Three days per week (0.6 FTE)

Salary: £30,000 FTE (£18,000 pro rata), plus pension contribution

Reports to: CEO

Job Purpose

The Outreach and Support Officer will deliver knowledgeable, high-quality, youth-centred support to children and young people accessing YES services.

The postholder will provide outreach engagement, one-to-one support, facilitate group sessions, and contribute to the delivery of programmes and workshops. They will work within established service frameworks and contribute to monitoring, evaluation, and service improvement for their areas of delivery

This role is frontline and delivery-focused, supporting the development of responsive, inclusive, and professionally delivered services in outreach settings such as schools, youth clubs, social spaces and groups.

Key Responsibilities

1. Outreach

- Deliver outreach around sexual health, mental wellbeing and other thematic issues relevant to young people in settings including;
 - Schools
 - Youth Clubs
 - Social spaces and clubs
 - Sports clubs/activities
- Identify new venues and events to promote YES's services and visibility, ensuring increased engagement from young people

2. One-to-One Support

- Provide structured one-to-one support (in person and online) to young people.
- Offer information and guidance appropriate to the needs of each individual.
- Support young people with issues including:

- Relationships and confidence
 - Self-esteem and emotional wellbeing
 - Sexual health and healthy relationships
 - Bullying and school-related challenges
 - Education, employment and training pathways
 - Access to healthcare and support services
 - Signpost or refer to specialist services where appropriate.
 - Maintain accurate, timely and confidential case records in line with GDPR and organisational policy.
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2. Group Work & Programme Delivery

- Plan and facilitate workshops and themed sessions for diverse groups of vulnerable young people across the Wycombe area.
 - Deliver sex and relationships information in school and other settings
 - Ensure sessions are delivered in a safe, structured and professionally boundaried manner.
 - Gather monitoring data and feedback from participants to support evaluation processes.
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3. Youth Engagement & Participation

- Build positive, professional relationships with young people.
 - Deliver engagement around participation and youth voice within sessions and activities.
 - Support consultation activities to gather feedback on emerging needs.
 - Contribute ideas for service improvement based on frontline experience.
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4. Safeguarding & Compliance

- Adhere to organisational safeguarding policies and procedures.
- Identify and report safeguarding concerns promptly to the Designated Safeguarding Lead (DSL).

- Maintain professional boundaries at all times.
 - Ensure confidentiality and data protection standards are upheld.
 - Support risk assessments for activities and events.
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5. Monitoring & Administration

- Maintain accurate records of attendance, activity and outcomes using CharityLog (or equivalent CRM system).
 - Contribute to impact monitoring by collecting feedback and case study material.
 - Support reporting processes as required.
 - Prepare session materials and resources.
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6. Collaboration and Visibility

- Support awareness-raising activities to promote YES services.
 - Represent YES positively in community settings where appropriate.
 - Work collaboratively with colleagues and partner organisations.
 - Support marketing and communications activity, including social media content where appropriate.
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7. General Responsibilities

- Participate in supervision and appraisal processes.
 - Undertake relevant training (e.g. safeguarding, youth work practice, trauma-informed approaches).
 - Attend team meetings and contribute to organisational development.
 - Undertake other reasonable duties consistent with the level of the role.
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Person Specification

Essential

- Experience of delivering educational content to large groups in varying settings
- Experience of planning successful outreach events and sessions

- Experience of delivering group work to young people
- Experience working with young people.
- Understanding of issues affecting young people, including mental health, sexual health and wellbeing.
- Ability to build trusting, professional relationships with young people.
- Knowledge of safeguarding principles and professional boundaries.
- Strong communication skills (written and verbal).
- Good organisational and time management skills and ability to meet deadlines
- Competent in Microsoft Office (Excel, Word, PowerPoint)
- Willingness to use a case management/database system and present the data clearly in report format.
- Flexible, proactive and solution-focused approach.
- Commitment to equality, diversity and inclusion.

Desirable

- Qualification (or working towards qualification) in Youth Work, Social Care, Community Development, Education or related field.
- Experience facilitating group work.
- Knowledge of local referral pathways and support services.
- Experience of monitoring and evaluation processes.
- Experience supporting LGBTQ+ young people or other marginalised groups.

Values & Approach

The postholder will demonstrate:

- Commitment to YES's mission and values
- Youth-centred and empowerment-focused practice
- Professional integrity and accountability
- Collaborative and respectful working style
- Commitment to inclusive and equitable support for all young people