



<b>Job Title:</b>	Youth Worker
<b>Job Type:</b>	1 Year Fixed Term
<b>Working Hours:</b>	37.5 hrs
<b>Salary:</b>	£27,000
<b>Reports to:</b>	Regional Development Coordinator
<b>Responsible for:</b>	The delivery training sessions and maintain relationships with partners within the London region.

### Context

StreetDoctors is an award winning national charity which trains over 4500 young people affected by violence each year in emergency first-aid through a team of 350 volunteers. We believe knowledge is power, so we empower young people at risk with the skills to become part of the solution to violence, rather than just being seen as 'part of the problem'.

This enables young people affected by violence to have the skills and knowledge to save lives, and increase their understanding of the medical and psychological consequences of violence. Our training is delivered through a network of inspiring and trauma-informed young healthcare volunteers (trainee doctors, nurses, paramedics) and youth workers, who work in partnership with criminal justice organisations, schools, pupil referral units, youth, sports and community groups.

### Main Purpose of Role

As the StreetDoctors lead for the region, the role will coordinate the organisation's operations and ensure the operating plan is achieved. The key areas of focus include:

- **Delivery & Quality Standards:** To deliver training sessions to young people and partners to required quantity and quality.
- **Relationship Management:** To create, develop and maintain partnerships with a range of organisations including, funders, commissioners, community organisations, criminal justice organisations, education providers and youth organisations.
- **Volunteer Management:** To support the management of volunteers and provide the best volunteering experience possible.

### Main Duties & Responsibilities

#### Delivery and Quality Standards:

1. To deliver StreetDoctors training sessions to young people, volunteers and youth workers, to the required quality standards.
2. To monitor, evaluate and measure the impact of the training through reporting.
3. To ensure the business processes are correctly followed in the booking and delivery of sessions, to ensure the highest customer experience can be achieved.
4. To ensure all delivery targets and KPI's are achieved in accordance to the yearly objectives and work plans.
5. To ensure all StreetDoctors policies and procedures are implemented and followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Reporting and any concerns are raised with a member of the Senior Team.

6. To ensure the volunteer management system “Volunteero” is implemented and utilised for data collection and new processes.
7. To support the development, testing and implementation of new training content.

**Relationship Management:**

8. To represent and be an ambassador for StreetDoctors at meetings, partnership events and funding opportunities.
9. To ensure the insight from young people, community members, partners and volunteers are valued, listened to and utilised in the development of the StreetDoctors operations and new projects.
10. To ensure feedback is gathered and young people's voices are represented within the organisation with effective youth engagement.
11. To support the StreetDoctors Fundraising team in the development and reporting of grants, trusts and CSR partnerships.

**Volunteer Management:**

12. To support and develop the volunteer journey, from the recruitment, onboarding, training and retention of volunteers, and maintain effective relationships.
13. To support the coaching and training of volunteers to ensure the volunteer pathway is maximised.
14. To provide effective support and communication to volunteer teams within the region.

**Other Key Activities:**

15. To actively participate in staff meetings, training activities and events.
16. Promote and market new StreetDoctors products, delivery sessions and resources to partners.
17. Maintain and actively promote an organisational culture that embraces the StreetDoctors' values.
18. Support national StreetDoctors projects, including carrying out any other duties that may be required to meet the needs of the charity.

Person Specification Criteria	Essential/ Desirable
<p><b>Knowledge &amp; Skills</b></p> <ul style="list-style-type: none"> <li>• Educated to higher education level or with equivalent learning or experience. <span style="float: right;">D</span></li> <li>• Recognised qualification in youth work, training or education, or equivalent by experience. <span style="float: right;">E</span></li> <li>• Working knowledge of the legislation related to working with young people and the impact of youth violence on the lives of victims, perpetrators and the wider community. <span style="float: right;">E</span></li> <li>• Comprehensive knowledge of the causes and drivers of youth violence and its solutions. <span style="float: right;">D</span></li> <li>• Expertise in community-level engagement and community led projects. <span style="float: right;">D</span></li> <li>• Excellent organisational and project management skills. <span style="float: right;">D</span></li> <li>• Excellent communication skills, both written and oral. <span style="float: right;">E</span></li> <li>• Ability to respond to changing external agendas, often at short notice and manage tight timelines effectively. <span style="float: right;">E</span></li> <li>• Ability to build lasting relationships with a range of stakeholders. <span style="float: right;">D</span></li> <li>• The implementation and management of Safeguarding procedures and safe systems of working for young people, volunteers, adults and staff. <span style="float: right;">E</span></li> </ul>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working within a youth, schools, community or training environment. <span style="float: right;">E</span></li> <li>• Experience of delivering training sessions or education programmes to young people. <span style="float: right;">E</span></li> <li>• Experience in developing and managing stakeholder relationships. <span style="float: right;">D</span></li> <li>• Proven ability in problem solving, innovation and creativity. <span style="float: right;">D</span></li> <li>• Experience in project management and managing KPI's, monitoring, evaluation and impact reporting. <span style="float: right;">D</span></li> <li>• Supporting, developing and managing funded projects, and maintaining relationships with funders. <span style="float: right;">D</span></li> <li>• Experience of managing and training volunteers and staff. <span style="float: right;">D</span></li> </ul>	
<p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>• Ability to work on your own initiative and as part of a team. <span style="float: right;">E</span></li> <li>• Ability to communicate diplomatically and articulately with a range of stakeholders (including young people, partners and volunteers). <span style="float: right;">E</span></li> <li>• Leads by example in upholding values, inspiring, motivating and supporting colleagues. <span style="float: right;">E</span></li> <li>• Builds strategic relationships, partnerships and projects through collaboration and co-production. <span style="float: right;">D</span></li> <li>• Finds different ways to construct and customise solutions, including finding and building on existing experience and good practice. <span style="float: right;">D</span></li> <li>• Ensures inclusive practice and promotes diversity. <span style="float: right;">E</span></li> </ul>	

**Changes to the Role:**

*This is a description of the job as it is presently constituted. It is the practice of StreetDoctors to review job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.*