

Job Description	
Title	Young People's Services Project Support Officer
Responsible to	Young People Services Manager (Mid & North)
Responsible for	Sessional Youth Workers, Activity Volunteers
Place of work	InterAct Office, Chelmsford with hybrid working
Hours	35 hours per week (hybrid – in agreement with line manager) Usually during standard working week Monday – Friday with regular evening working Hours based around the requirements and functions of the post and may be reasonably required to vary on occasion
Salary	Salary: £22,295
Annual Leave	From 25 days pro rata plus bank holidays
Job Purpose	Support the Young People Services Manager (Mid & North) in the development, planning of activities to enhance the life chances and aspirations, social inclusion and emotional, mental health and wellbeing of young people with a range of disabilities and additional needs across Mid & North Essex. Day-to-day responsibility for the co-ordination and delivery of club activities within the mid Essex area.

Key Tasks and Responsibilities:

Programme Development & Delivery

- Deliver the day-to-day operations of the Young People Services (YPS) team in the mid area, ensuring effective use of staff and resources; ensuring staff operate in accordance with InterAct's values
- Assist the Young People Services Manager (Mid & North) with the development and delivery of activities in the mid and north areas, to enhance the life chances, aspirations, social inclusion and emotional, mental health and wellbeing of young people living with special educational needs & disabilities
- To keep young people and families/carers informed of activities available, using appropriate and accessible means, enabling them to make choices and increase decision making
- To listen and respond to young people and their supporters; addressing individual barriers and needs
- Supervision of Sessional Youth Workers and Volunteers
- To assist with the training and ongoing development of YPS staff and volunteers
- To provide short term staff cover in the YPS team in the event of sickness, holidays and emergencies
- To build relations with local amenities and venues, to increase access and participation by young people
- To work efficiently within agreed budgets/costs and be accountable for organisational resources and equipment, seeking continuous improvement and value for money
- To support the YPS team to reach more young people and families in the community, including assisting with the organisation's social media platforms and contributing to the production of marketing material
- Minibus travel and driver as and when needed
- Assist with gathering quantitative and qualitative data to measure the services' quality and effectiveness

Health & Safety

- Promote safeguarding and the welfare of young people and vulnerable adults, contributing to InterAct's safeguarding processes and staff responsibilities
- To ensure policies and procedures comply with organisational guidelines and are consistent with relevant legislation, such as safeguarding, health & safety, equality and diversity, data protection and car users
- To participate in the 'on call' provision for Sessional Youth Workers during activities
- To ensure the safety, health and wellbeing of clients and volunteers involved in the activities
- To ensure that all relevant risk assessments for individuals, activities and venues are carried out, implemented and reviewed appropriately within the area, in line with InterAct's policies and procedures

Administration

- General office and administrative duties to ensure effective service delivery
- Assisting with providing phone and email cover for the service
- Maintain any paper, cloud/server-based documents and records, filing and archiving
- To provide regular reporting on project progress including statistics and qualitative and quantitative data
- To promote, receive and follow up referrals, making contact to establish needs, assess risk and ensure the referral is appropriate, or signposted to other agencies
- Assist with uploading of information to booking systems and oversee relevant data management systems

General

- Support the planning and coordination of events and fundraising
- Operate in accordance with InterAct`s core values and to the highest professional standards
- To adopt a positive and flexible attitude to all our clients, volunteers and staff - and to relate to them in ways that affirm and increase their dignity and self-respect
- Maintain organisational, client and colleague confidentiality
- Adhere to organisational and service-specific policies, procedures and guidelines
- Working closely with other members of staff to share best practice
- Attend regular supervisions, staff meetings and any agreed training opportunities
- Liaising with external contractors and consultants
- Undertake occasional travel as required by the duties of the post
- To promote and foster the Charity's reputation and standing within the community and with statutory and voluntary sector agencies and organisations
- To work collaboratively, in an open, supportive and co-operative manner
- To promote equal opportunities in all areas of work
- To undertake any other duties commensurate with the post which may reasonably be required

Person Specification:

Qualifications & Experience

Essential

- Educated to GCSE level or equivalent
- Working knowledge and of Microsoft Office packages such as Excel, Word and Outlook
- Hold relevant full UK driving licence
- MiDAS minibus training (or willingness to undergo training)
- Experience in youth work/special educational needs & disabilities or demonstrable experience of the same
- Planning, delivery and evaluation of activities
- Supervising staff and volunteers
- Knowledge of issues facing young people, current legislation: child protection, safeguarding, health & safety
- Working with people of mixed abilities, learning difficulties and their families
- Commitment to equality and a broad knowledge of equal opportunity and diversity

Desirable

- Safeguarding (Level 2)
- Emergency First Aid
- Degree or relevant qualification such as Level 3 Certificate in Youth Work Practice

Skills & Knowledge

Essential

- Ability to work accurately and with attention to detail
- Excellent written and verbal communication skills with a good telephone manner
- Ability to deliver great customer service
- Excellent organisation skills, ability to multi-task and manage time efficiently
- Ability to work on own initiative whilst following proper processes and procedure

Desirable

- Ability to support young people with patience and professionalism
- Ability to implement quality-controlled processes and procedures
- Good understanding of the motivations and interests of young people
- Strong interpersonal and listening skills, with an ability to interact effectively with a diverse range of people

Personal attributes & other requirements

- Effective team member: friendly, enthusiastic, positive attitude, responsive, motivational
- Pragmatic, able to cope under pressure and meet deadlines
- Flexibility: able to adapt quickly with team members, volunteers, partners and participants
- Willingness to learn and open to feedback
- Willingness to work flexible hours, including occasional evenings
- Must be willing to travel and use of a personal car (mileage paid)
- An ability to drive a Minibus and undergo MIDAS minibus training
- Ability to maintain confidentiality as appropriate
- Approachable, ability to create and maintain effective working relationships
- Flexible and positive approach to working

Summary of Main Terms and Conditions

Contract Term:

This is a fixed term 12-month position

Remuneration:

Salary: £22,295

This equates to an hourly rate of £12.25

The salary is paid monthly in arrears by BACS transfer. Salaries are reviewed annually.

Hours of work:

The post is based on a notional average of 35 hours per week. This means that you may be required to work additional hours per week during busy periods and less in other weeks to compensate. Evening work is required and very occasional weekend working may be required.

There is an expectation that you may occasionally have to travel to other locations or meeting venues within the UK. Where this is required, this would be agreed in advance and appropriate notice would be given.

Annual & Bank Holidays:

The holiday year runs from 1 April to 31 March each year. You will accrue an entitlement to paid annual holidays equating to 25 days (excluding Bank Holidays) during a complete holiday year. Part time workers, or anyone who joins part way through the year, will receive a pro-rata of the entitlement.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 8 additional days paid leave (pro rata for part time workers).

Pension:

You will be eligible to join the InterAct Pension Scheme.

Sickness:

During periods of certified sickness, you will be eligible to receive sick pay in accordance with InterAct's sickness absence procedures. The payment of sick pay is subject to compliance with InterAct's rules for the notification and verification of sickness absence.

Additional Employee Benefits:

Current employee benefits are to be outlined in the Employee Handbook and can be subject to change.

Probationary Period

This post has a three-month probationary period, during which your suitability for the post will be assessed.

InterAct Safeguarding Statement:

InterAct is committed to safeguarding and promoting the welfare of Children, Young People and Vulnerable Adults. InterAct expects all staff and volunteers to share this commitment. You will therefore be required to disclose any convictions, cautions, reprimands, or final warnings which are NOT protected as defined under the Act, and to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS).