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JOB APPLICATION PACK

**Youth Worker (Youth Voice) –
YV001**

June 2024

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**NEW
HORIZON
YOUTH
CENTRE**

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Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

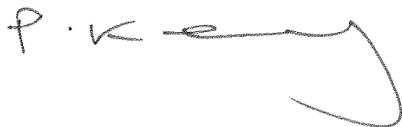
To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in blue ink, appearing to read 'P. Kerry', with a large, sweeping flourish at the end.

Phil Kerry, Chief Executive

OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report.](#)



COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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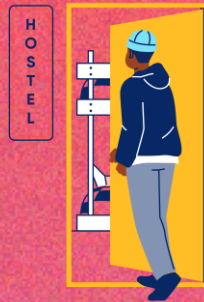
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OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people



We **collaborate** for impact



We are **determined** to find a way



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NEW
HORIZON
YOUTH
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STRATEGIC OBJECTIVES:

Through 2022 – 2025 New Horizon Youth Centre will focus on:

1. Delivering high quality, trauma-informed services for any young person that needs our support

- **Refocusing our services around four key outcomes areas** (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- **Redefining the welcomes into our services** so that we can build trust and ensure young people get the support they want and move on.
- Creating a **brand-new health offer and optimising the scale of our housing offer** to address these continued areas of significant need.

2. Working with and through others to optimise our offer and maximise our impact.

- Continuing to **invest in the London Youth Gateway youth homelessness partnership**, scaling its reach and finding more ways to collaborate.
- **Revitalising our centre as a hub** that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately **sharing best practice with partners and statutory agencies** so that more professionals are equipped with the skills and knowledge to help.

3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.

- **Prioritising services where needs exist without solutions**, working with others to innovate and bring these issues to public attention.
- **Redoubling our policy work and building our evidence** to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to **reframe the narrative around youth homelessness**, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success

- **Making good on our commitment to be anti-racist**, embedding diversity across our work and practice.
- **Renewing our staff care and investing in our technology and facilities** so that the team have the practical and emotional support they need to thrive.
- **Setting ambitious goals for our fundraising** so that we have the resources and financial security to be ruthless in the pursuit of our mission.

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*“New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this
world.”*

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NEW HORIZON YOUTH CENTRE

JOB DESCRIPTION – Youth Worker (Youth Voice)

Reporting to: Head of Services – Youth Work

ROLE OVERVIEW

The Youth Worker (Youth Voice) is part of the NHYC Youth Work Team. NHYC provides a range of Youth Work opportunities for young people experiencing homelessness. One stream of work is our Youth Voice programme.

This role specialises in ensuring a diverse range of young people's voices are heard in our service, facilitating inclusive activities which increase youth participation across all our teams and leading on the delivery of our youth forums. We have an ambitious plan to improve and accelerate our youth voice strategy and this role will be at the heart of this delivery.

New Horizon Youth Centre also runs a busy day centre from Monday to Friday. Open from 10.30am – 4pm every day to young people, we provide basic needs to young people experiencing homelessness, such as breakfast and lunch, clothes, toiletries, showers, laundry facilities and Wi-Fi. Your role will primarily be based in the day centre working with young people face-to-face. While most of your time will be focussed on specialist Youth Voice delivery, you will spend approximately 1-2 days per week in our day centre helping us to deliver our core day-centre service as well. This role is a frontline role and as such you will be primarily based at our service (at least 3-4 days a week).

ROLE OBJECTIVES

The key objectives of the post are:

1. Leading our youth voice programme to ensure meaningful and inclusive youth participation within the Youth Work Team and the wider organisation.
2. Leading and coordinating our Youth Forum groups and Youth Recruitment Panels.
3. Collaborating with our Campaigns, Impact and Partnerships Team to ensure young people's voices are at the heart of our external policy and campaigns strategy.
4. Creating and maintaining a network of relationships with external relevant agencies to provide new and appropriate opportunities for young people.
5. Contributing to the daily running of the day centre, delivering a holistic service to young people who are unsafe and/or facing homelessness, and enabling them to move on to independence.

MAIN TASKS AND RESPONSIBILITIES

Young People's Services

Developing and delivering our Youth Voice programme, engaging with young people in face-to-face groups and 1-1 sessions to motivate, inspire and encourage potential and ensure their opinions and voices are heard. This will include:

1. Leading an innovative and appropriate programme of youth participation, co-production and youth voice activities that responds to young people's changing needs, ideas, diversity, skills and interests.
2. Coordinating and leading on our Youth Forums and Youth Recruitment Panels.
3. Referring young people to other internal New Horizon Youth Centre teams to support their overall progression, including housing, health, lifeskills and youth safety.
4. Support the development and updating of NHYC's ambitious Youth Voice strategy, working with relevant teams to consult and implement our strategy.
5. Leading on engagement of youth voice within the wider organisation, ensuring young people are participating consistently in service design, delivery and feedback across all teams.
6. Work closely with our internal Campaigns, Impact and Partnerships Team to ensure young people inform and shape our youth homelessness policies, campaigns and external media content.
7. Seek out, establish and maintain partnerships with other relevant youth-led organisations and partners, community groups to foster shared learning and knowledge exchange.
8. Continued use of feedback and showing a commitment to a service that is sensitive and responsive to young people's needs, involving:
 - Completing registrations, assessments, and action plans with young people.
 - Regular reviewing of cases and following up with young people or partners.
 - Ensuring risk management and assessment procedures are followed.
 - Providing advocacy and making referrals to appropriate services.
9. Contributing to the daily running of the drop-in centre, including attending daily briefing and debriefing and ensuring that Health and Safety issues are always addressed.
10. Attending Reflective Practice, Staff Meetings, Youth Work Team and Campaigns, Impact and Policy team meetings.
11. Participating in the training and supervision of volunteers, students and locum workers and actively promoting a learning and development environment.

Sharing best practice

To proactively share best practice with internal and external stakeholders in order to maximise the impact of the work of NHYC. This will include:

12. Ensure continued self-reflection and learning, working in partnership with other youth or co-production organisations to learn from others, share knowledge and develop best practice.
13. Identifying and responding to opportunities with specialists and agencies who might offer resources, funding, or individual services relevant to the needs of young people e.g., Local Authorities, Social Services, the DWP, youth organisations, health services, and other voluntary sector agencies. Formulate Service Level Agreements where appropriate.
14. Contributing to research and innovation projects that ensure NHYC remains a leading organisation within the sector.
15. Promoting and representing NHYC at relevant forums and meetings.

Information Management

To produce and maintain accurate and useful information in a range of formats to promote effective service delivery and evaluation. This will include:

16. Recording all contact with young people appropriately and maintaining all relevant files and recording systems.
17. Producing written reports in a variety of formats to meet the requirements of New Horizon, external service providers and funders, e.g., project reviews and assessment reports.
18. Inputting and extracting information from monitoring systems other accounting and database systems. Utilising other relevant software to produce correspondence and reports.
19. Being self-servicing in day-to-day administration and following team and NHYC's administrative procedures.
20. Participating in the production of promotional information in relation to NHYC's services. Preparing and delivering presentations for internal and external audiences.

Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

21. Continuously reviewing own working practices in line with young people feedback and current best practice.
22. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning/development needs and opportunities.

23. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection, and practice.

Other

To contribute positively and constructively to the development of the team, the service, and the Centre. This will include:

24. Covering for other members of the team as necessary.
25. Following NHYC's policies, procedures, and performance expectations.
26. Implementing NHYC's Diversity and Equality policy in all functions of the post.
27. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Services Manager, Head of Services, Director of Operations or CEO.

PERSON SPECIFICATION

Essential Skills, Knowledge, and Experience

Here are the **essential** skills and experience which we're looking for in a Youth Worker – Youth Voice.

1. Experience delivering engaging lifeskills or youth work programmes, which meet the needs of young people with multiple complex issues.
2. Experience of planning and facilitating engaging 1-1 or groupwork sessions with young people, considering support needs, language levels and diversity.
3. Experience delivering inclusive youth voice, youth engagement, co-production sessions or programmes which enable young people from diverse communities to meaningfully participate or share their voice.
4. Experience creating and developing opportunities for youth participation and co-production within services and campaigning.
5. Proven track record creating and maintain external partnerships and networks to achieve organisational aims and objectives, including working in partnership to deliver lifeskills sessions to young people.
6. An understanding of the kinds of behaviour young people might demonstrate. Ability to understand this behaviour in a trauma-informed way and developing strategies for managing behaviour.

7. The ability to multitask, make decisions, and manage multiple priorities effectively in a pressured, fast-paced environment.
8. Confidence using IT systems such as Microsoft Office and databases to support the achievement of personal and collective team goals.
9. An understanding of and a commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace.
10. A thorough understanding of safeguarding policies including raising concerns, reporting information, and implementing procedures.

Desirable Skills, Knowledge, and Experience

We'd love to hear from you if you also have these **desirable** skills and experiences, but don't worry if you don't. These are the extras we'd really like!

11. Experience leading on or implementing a youth voice or youth engagement strategy within a service or organisation.
12. Knowledge of youth work principles and practices, or knowledge of homelessness, and an understanding of how these interact together.
13. Experience working with young people on campaigns and media content.
14. Experience working to performance indicators, including monitoring and reporting on service outputs/outcomes, client tracking, analysing performance information, and identifying corrective action.
15. Up-to date working knowledge of Local and National Government policies relating to employment, education, benefits, housing, healthcare, sexual health, and young people.

Additional Job Requirements

16. Willingness and ability to work outside of normal office hours on occasion (within New Horizon's flexible working hour's arrangements) and over the Christmas period.
17. Willingness to work flexibly in response to changing organisational requirements.
18. Willingness to travel across London and work from different sites, including our day centre in Camden.

ADDITIONAL INFORMATION

Location

The post is based at New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

Hours of work

The post holder will be required to work 35 hours per week, Monday-Friday. Some work over the Christmas period will be required.

Pay

The starting salary for the role is £31,200.00 (pro rata). The salary scale is: AP26 (£31,200) to AP30 (£34,736).

Other benefits

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	9am, Monday 29th July
Shortlisted candidates will be informed	Thursday 25th July
Interviews	Thursday 8th August

If you wish to apply for this position, please supply the following in a **word document format**.

1. **A detailed CV** setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. **A supporting statement** (up to 2 sides of A4) highlighting your suitability for the role and how you meet the ESSENTIAL criteria listed on the Person Specification, and any additional relevant desirable points you wish to share.

Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.

3. **Completed Additional Details Form** – [Please find here](#) or on the job advert on our website. Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

All documents should be emailed to recruitment@nhyouthcentre.org.uk , making sure to put the job reference: **YV001**

If you would like to apply for more than one role, please make your preferred area(s) of work clear in your supporting statement.

Please ensure all application documents are provided in a **word document format**. This is to allow for the recruitment team to anonymise documents before sending to the shortlisting panel.

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at the email address listed above or call 0207 388 5560.

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***Giving potential a
home since 1967***

***nhyouthcentre.org.uk
@nhyouthcentre***

***Charity number: 276943
Company number: 01393561***

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