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# ***JOB APPLICATION PACK***

**Youth Worker  
(YW003)**

**July 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 Group told us, sometimes you have got to go through the darkness to get to the light.

The last two years have brought unprecedented challenges to us all, but young people have felt it particularly acutely. Two thirds have had their jobs prospects impacted, three quarters report poor mental wellbeing and as many as 40% of young Londoners did not feel they had anywhere safe or stable to stay. It's no wonder that 17,000 young people approached their council because they were or were about to be homeless. Shockingly over 1,000 of them ended up sleeping rough on the capital's streets.

Amongst this backdrop, New Horizon has been considering how best to respond. External challenges are deep and plentiful, but we exit the pandemic with valuable learning from the extraordinary circumstances we have all had to work through and with insights that will drive working practice for years to come. We are seeing new groups of young people coming to us for support, new ways that they want to access this support and new ways that we can offer it. We have been forced to adapt at speed but in doing so have accelerated ourselves into a modern era of service provision.

As we all emerge into the 'new normal', it is critical that we ensure that young people, especially those experiencing homelessness, those who have been systemically denied a voice, are front and centre of thinking and investment. The severity of the situation demands a bolder and bigger response than we might previously have conceived necessary, and this response will require us to grow – in every sense of the word. We need to grow our staff headcount so that we can keep up with the demand for our services. We need to further invest in our policy and comms work so that we can campaign even harder. We need to invest more in our staff and look after them as they take on this challenge. And we need to do more to bring young people and all our partners with us on the journey.

We all know that Covid-19 has changed everything, but a central truth remains in the capital. 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.



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 50 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 information about our impact, [please download our latest annual report.](#)



## ***Commitment to Equality, Diversity & Inclusion***

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equality; and recognising and seeking to redress inequality and disadvantage wherever possible.

As a service provider to young people experiencing homelessness and as an employer, we aim to be empowering, supportive and to offer as much flexibility as possible in order 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 users and staff feel valued and respected.

We also 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. This may include 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:

- Paying for childcare and other care costs whilst you are attending interviews.
- Paying for 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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*Our work is guided by four values:*

## We see the best in everyone

We all have strengths and the potential to make the best of our life and work, when given a fair chance

## We are dynamic in our approach

We are always adapting because the world changes and what young people need and want changes

## We collaborate on solutions

We trust and work with diverse people and organisations so that we can achieve more together

## We are our word

We do what we say we will because the young people we support, our team and our partners deserve nothing less.



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**NEW  
HORIZON  
YOUTH  
CENTRE**

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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.

# NH YC

*“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.”*

*Najma, 21*



## NEW HORIZON YOUTH CENTRE

## ***JOB DESCRIPTION – Youth Worker***

Reporting to: Services Manager (Youth Work), Head of Youth Work

### **Introduction**

New Horizon Youth Centre 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.

The Youth Work Team plans and delivers a range of Youth Work opportunities for young people experiencing or at risk of homelessness. This includes Jobs, Education and Training, Arts, Sports, Men's and Women's sessions, Youth Participation and Activities. This role sits across all those areas, supporting all youth work delivery as well as focussing on ensuring a range of lifeskills sessions are available to young people.

The majority of your role will be based frontline in the day centre (at least 3.5 days per week) working with young people face-to-face. You'll be supporting with the day-to-day running of the service, ensuring that young people can access basic needs as well as directly delivering or supporting youth work activities and lifeskills workshops in our day centre.

### **JOB OBJECTIVES**

The key objectives of the post are:

- To contribute to the daily running of the day centre delivering a holistic and trauma informed service to young people aged 16 to 24 who are facing homelessness.
- As part of the Youth Work Team, support the delivery and development of an engaging and multi-faceted lifeskills programme.
- To maintain and develop a network of relationships with external agencies and specialists to expand and broaden our workshop and activities offer to young people.

### **MAIN TASKS AND RESPONSIBILITIES**

#### **Young People's Services**

To support young people accessing the day centre services. This will include:

1. Working within the Youth Work Team to ensure young people receive a high-quality service from the point of registration to move-on into accommodation and beyond.
2. Planning and delivering a range of 1-1 and group work sessions which respond to the needs of diverse groups of young people, and listening to young people's views, ideas, and feedback.



3. Completing initial registrations, conducting assessments with young people accessing the service to identify young people's skills, needs and personal goals.
4. Providing expert coaching and guidance to young people, monitoring and evaluating their progress, as well as providing key working services.
5. Providing advocacy, advice and guidance, referring all young people to appropriate opportunities and specialist services.
6. Continued use of feedback and showing a commitment to a service that is sensitive and responsive to young people's needs, involving:
  - Ensuring that all relevant work is recorded on the NHYC database.
  - 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.
7. Developing and managing external partnerships, including sourcing programmes, events, and activities in the community.
8. Ensuring the youth work programme meets the standards required by external assessors and funders.
9. Ensuring risk management and assessment procedures are followed at all times.
10. Contributing to the daily running of the drop-in centre, including attending daily Handovers, and ensuring that Health and Safety issues are addressed at all times.
11. Attending Reflective Practice, Staff Meetings and Youth Work Team meetings and away days.
12. Taking a proactive approach to dealing with complex cases.
13. 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 to maximise the impact of the work of NHYC. This will include:

1. Identifying and acting to maximise NHYC's profile by seeking out 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., health services, other youth work settings, VAWG sector, Local Authorities, Social Services, the Jobcentre, and other voluntary sector agencies.
2. Negotiating and advocating to obtain services, funds, and resources for New Horizon young people, specifically relating to delivery of JET activities at New Horizon, but also relating to lifeskills, health advice, legal advice, substance misuse

support, financial grants etc. Formulate Service Level Agreements where appropriate.

3. Contributing to research and innovation projects that ensure NHYC remains a leading organisation within the sector.
4. Promoting and representing NHYC at relevant forums, meetings, and events.

### **Information Management**

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

1. Recording all contacts with young people appropriately and maintaining all relevant files and recording systems up to date.
2. 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.
3. Inputting and extracting information from monitoring systems, and other accounting and database systems. Utilising word processing software for the production of reports.
4. Being self-servicing in day-to-day administration and following team and NHYC's administrative procedures.
5. 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:

1. Continuously reviewing own working practices in line with young people feedback and current best practice.
2. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning/development needs and opportunities.
3. 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:

1. Covering for other members of the team as necessary.

2. Following NHYC's policies, procedures, and performance expectations.
3. Implementing NHYC's Diversity and Equality policy in all functions of the post.
4. 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 experiences which we're looking for in a Youth Worker.

1. Experience working with young people in similar settings such as day centres, youth centres, or other sites of youth work.
2. Ability to work effectively with young people facing homelessness, or a similar vulnerable group, to identify personal goals, break down barriers, and support to find solutions.
3. Experience planning and facilitating engaging sessions with young people on both a 1-1 and group/workshop basis, which support young people to develop confidence, self-awareness, experience new opportunities and have fun.
4. A genuine and demonstrable passion and energy for youth work.
5. Ability to think on your feet and use initiative and creativity to deliver interesting workshops and sessions with little planning or preparation, and sometimes with limited resources.
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. Demonstrable experience working effectively and communicating with groups of people from a range of backgrounds and with diverse experiences and language levels.
8. Experience creating and maintaining external partnerships to achieve organisational aims and objectives, including representing the organisation at external meetings and events.
9. Track record maintaining and updating records, completing assessments, creating action plans, goal setting, coaching, and making relevant referrals.
10. The ability to multitask in a pressured environment.

11. A working knowledge of and commitment to Equity, Diversity and Inclusion.
12. Experience and knowledge around safeguarding policy and procedures for children and vulnerable adults.
13. Experience of using IT systems (including knowledge of databases) to support the achievement of personal and collective work goals.

### **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!

14. Knowledge of youth work principles and practices, or knowledge of homelessness, and an understanding of how these interact together.
15. An understanding of the issues, barriers, and challenges which young people experiencing homelessness might be facing, especially at the point of accessing help and support.
16. Up-to date working knowledge of Local and National Government policies relating to employment, education, benefits, housing, healthcare, sexual health, and young people.
17. Knowledge or experience working to performance indicators, including monitoring and reporting on service outputs/outcomes, tracking, analysing performance information, and identifying corrective action.

### **Additional Job Requirements**

18. 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.
19. Willingness to work flexibly in response to changing organisational requirements.
20. Willingness to work from different sites including our day centre in Camden.

## ***ADDITIONAL INFORMATION***

### **Contract**

The contract is ongoing, subject to successful completion of a probationary period.

### **Location**

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

### **Hours of work**

The role is full-time, working 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 pro-rata.

The salary scale is: AP26 (£31,200) to AP30 (£34,736).

New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

### **Other Benefits**

- 30 days annual leave per year (pro rata).
- Employer contribution of up to 6% to a group personal pension scheme.
- Cycle to Work scheme.
- Free eye tests.
- Staff loan policy.
- Employee Assistance Programme.

## ***TIMESCALES AND HOW TO APPLY***

The timescales for recruitment are as follows:

Closing date for applications:	<b>9am, Tuesday 27<sup>th</sup> August 2024</b>
Shortlisted candidates will be informed:	<b>Friday 30<sup>th</sup> August 2024</b>
Interviews:	<b>Friday 6<sup>th</sup> Sept 2024</b>

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 enclosed. 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 New Horizon at [recruitment@nhyouthcentre.org.uk](mailto:recruitment@nhyouthcentre.org.uk), making sure to put the job reference: **YW003**.

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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home since 1967***

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

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

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