



YOUNG PEOPLE'S VOICE AT THE HEART OF  
EVERYTHING WE DO

## Bank Youth Support Worker

### JOB DESCRIPTION

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<b>Job Title:</b>	Bank Youth Support Worker – Progression Coach
<b>Salary:</b>	£11.50 per hour
<b>Department:</b>	Young People's Supported Accommodation
<b>Reports to:</b>	Young Person's Supported Accommodation Manager
<b>Hours of work:</b>	Flexible (no fixed contracted hours)
<b>Location:</b>	Various locations throughout Oxfordshire

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**Applications and interviews will be reviewed as and when they are received.**

To apply, please send a copy of your CV accompanied by a application form to [recruitment@oxfordshireyouth.org](mailto:recruitment@oxfordshireyouth.org) alternatively, visit <https://oxfordshireyouth.org/engage/work-with-us/> for more information.

## Oxfordshire Youth

Oxfordshire Youth is a boundary-breaking organisation, passionate about creating a future for and with young people that offers them the best possible opportunity to realise their potential. Our staff are redefining the youth sector in Oxfordshire and we envisage a world in which young people have the tools they need to approach life with creativity, resilience and brilliant mental health.

OY culture revolves around our core values of being:  
**trustworthy, inclusive, innovative, ambitious, reflective and self-nurturing.**

## Our commitment to inclusion and diversity

OY warmly welcomes applications from people from the global majority, trans and non-binary people and disabled people. Your potential to learn and grow in the role is important to us, so we want to hear from you even if your CV isn't a 100% match with a job description.

We nurture our community, creating an open, inclusive and diverse organisation where all team members feel a sense of belonging.

## Job Purpose

The Bank Youth Support Worker provides high-quality support to the Young People within our Supported Accommodation service. You **will passionately believe in the potential of all young people** to achieve their goals. The job will be to actively listen, and respond, to the needs, dreams and ideas young people bring to the table. You will find opportunities that can inspire young people to step outside their comfort zone, helping them to develop new behaviours and skills which enable Young People to move into independent living.

Bank Youth Support Workers do not have fixed contracted hours, but work flexible hours to cover times when staff cover is required.

You will take a trauma informed approach for young people, and will promote self-development and enable young people to turn adversity into their strengths and assets.

**Youth work approaches will be adopted within our service, which means;**

1. You will listen to, and are be by, the needs, ambitions and assets of the young person
2. You will advocate for and champion young people's ability to learn the skills needed to transition into adulthood, happy, positive and healthy.
3. Being, above all else, a reliable, **consistent** and aspirational role model for these young people. You will exercise clear and professional boundaries in the same way to every young person. This creates safety, respect and trust and is paramount to success.

You will receive high quality training to ensure they feel confident and motivated to help build skills in emotional literacy, emotional regulation, de-escalating conflict, Mental Health First Aid, Safeguarding (Children and Adults) physical wellbeing, financial empowerment, creativity and group skills. This is an example of the training which will be available and is not exhaustive.

## Duties and Responsibilities

As a Bank Youth Support Worker, your duties are likely to include a number of the following activities. Your daily tasks will be determined by the needs of the young people and staff.

### Main Duties: Working with young people

- Builds constructive relationships with OY's Young People
- Ensures that all Young People receive a high-quality service
- Provides assistance with housing management and appropriate general support
- Assists in assessing and interviewing prospective Young People
- Works with Young People to an agreed personal resettlement plan
- Provides opportunities for Young People to take part in life skills programmes

- Ensures Young People have opportunities to be involved in the running of the house through house meetings, and by responding to Young People's issues and concerns
- Assists Young People in identifying suitable move-on accommodation
- To undertake key working and personal action planning with Young People
- Enable Young People to claim appropriate benefits

### **Housing Management and Maintenance**

- Support Young People to take inventories of furniture and equipment when they move in and out
- Support Young People in maintaining cleanliness in their flat/room through carrying out room checks
- Support Young People to maintain the safety and cleanliness of the properties
- Checks the security of the property
- Checks furnishings and equipment, and reports repairs to ensure that it meets health and safety standards
- Supports Young People to clean and keep tidy all communal areas to a specified standard
- Supports young people to order and maintain supplies of cleaning materials/equipment in accordance with health and safety procedures
- Supports young people to report items requiring repair or maintenance
- Carry out minor repairs, and maintenance tasks including changing light bulbs in line with procedures
- Reacts to, and reports incidents, and issues first warnings to Young People as appropriate
- To provide appropriate assistance to Young People in emergency situations, and to arrange/co-ordinate the involvement of other agencies i.e. police, social services.
- To carry out full admission, induction and exit interviews
- To assist with Young People's meetings and take notes

### **Health and Safety**

- Works with the highest regard to safety, and to minimise risk, taking responsibility for the welfare and safety of OY's Young People
- Assists in work with other agencies to assess and manage risk relating to prospective and current tenants
- Ensures that risk assessments are properly carried out, and appropriate action taken
- Ensures that fire safety equipment is working and regularly serviced, and carries out fire drills
- Receives and hands over information at the beginning and end of each shift

### **General**

- Be accountable for their own actions and personal and professional development alongside their Line Manager.
- Safeguard and promote the rights, safety and welfare of people using the service.
- Follow and adhere to all company policies and procedures.
- Attend all mandatory training required to complete and maintain their role, ensuring they keep up-to-date with changes to specific laws and legislation that are relevant to their role.
- Comply with all Health and Safety measures to keep young people, colleagues and themselves safe by conducting regular checks within all areas and departments as required.
  - Represent the company in a professional and appropriate manner at all times by considering punctuality, personal appearance and boundaries, including diversity and equality of opportunities.
  - Please note this list is not exhaustive and you will be required to complete tasks that ensure the needs of the service and the business are met at all times.

***This job description is subject to amendment following discussion with the post holder.***

## **Person Specification**

## **Educational Attainment**

### **Essential**

- Similar experience in a Youth Worker, Support Worker role.
- Full UK driving licence with constant access to a vehicle
- A minimum of 2 years' experience working directly with Children & Young People
- An understanding of mental health issues affecting Young People

### **Desirable**

- Management qualification(s)
- Vocational qualification(s) in related fields including mental health, children's and young people's social care, youth and community development
- Minimum of a Level 3 in Youth Work or currently working towards one

## **Experience**

### **Essential**

- Proven track record in managing/coordinating similar services
- Experience of working effectively in a team

### **Desirable**

- Not for profit sector experience
- Ability to work with community organisations, children, young people including responding to concerns and complaints

## **Skills & Aptitudes**

### **Essential**

- Work well under pressure and prioritise effectively, working to tight deadlines and targets
- Strong planning and organisational skills
- Ability to work well as part of a team
- Be able to demonstrate an ability to work with colleagues from external agencies both voluntary and statutory
- Excellent verbal and written communication skills
- Ability to assess and manage risk
- Able to solve problems and think creatively

### **Desirable**

- Understanding of NHS structures and processes in relation to mental health (including commissioning)