

**Job Description**

**Job Title:** Bank Engagement Worker (Communities Team)

**Location:** Countywide

**Responsible to:** Manager for Relevant Service

**Responsible for:** N/A

**Job Purpose:** To provide ad hoc cover within service areas as required. The culture around bank work in YMCA Norfolk is that of being inclusive and supporting development opportunities. The role is to support each aspect of the community's team, working in the community and at family homes supporting them to make sustained change. Working in our youth clubs will form part of this role and supporting the regular youth club staff with activities, health and safety of the children and safeguarding as required. Full training will be given.

**Main Responsibilities**

Service Delivery

- To undertake the tasks required for the service area where you have been requested to work. (The below is a varied list of potential tasks and not what you will be required to do daily, they are an example of role requirements. Full training will be given in every instance)
- The work will involve varied tasks associated with contracts that the organisation has been commissioned to deliver. These tasks will include:
  - 1-2-1 support for young people and families
  - Undertaking reviews of families and young people for the relevant service area
  - Working with young people in our youth clubs across county and supporting the children attending with activities
  - Working in schools as part of our delivery of wellbeing matters with children as part of 1-2-1 sessions.
  - Opening and closing of youth clubs with another staff member, taking registers and ensuring that everyone is accounted for during the session.
  - Updating records on the appropriate system
  - Accompanying young people and families to appointments
  - Undertaking positive activities with young people
  - Provide advice and signposting for services where required.
  - Supporting staff with the needs of the service
  - Administration tasks as required.
- You will be accountable for the work that you always deliver and represent the YMCA appropriately.

### Safeguarding

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.

### Internal Communications

- To ensure effective liaison with all departments regarding relevant issues and information
- Where required input into cross-locality and cross-organisational working groups to support wider organisational objectives.

### Development

- If required attend and contribute in team meetings to further the service areas community work in line with the Organisations vision and strategy.

### Performance Management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that Young People and Families receive a high quality person-centred service that is in line with YMCAN's values.
- To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes as required for the service area.
- To be alert to and manage risk effectively in all locations.
- To adhere to all lone working policies and risk assessments provided for you by YMCAN.
- To actively take part in required mandatory training as part of the yearly cyclical training calendar
- To operate within the Behaviours Framework embedded across the organisation.

### Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.
- As required engage in wider involvement opportunities and activities of YMCAN.

### Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Organisation is compliant with legal and regulatory requirements.





Christian Ethos

- To work in line with the ethos of the organisation across the service area.
- To ensure all policies, procedures and working practices within the service area support the Christian identity and values of the organisation.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities and the changing working environment.

**Terms and Conditions**

<b>Pay:</b>	£9.64 per hour + 12.069% uplift for holiday pay
<b>Hours:</b>	As and when required. Most hours will be planned in advance but there may be occasions where you are contacted at short notice for availability.
<b>Contract:</b>	Bank
<b>Annual Leave:</b>	The hourly rate for the role includes a 12.069% uplift to cover holidays and bank holidays.
<b>Pension:</b>	Auto enrolment to contributory stakeholder pension scheme after 3 months if earnings stipulate.
<b>Notice Period:</b>	As there is no obligation on either side to provide or accept work, no formal notice period to remove you from the bank or that you wish to leave the bank is necessary.
<b>Conditions of Appointment:</b>	Satisfactory references and satisfactory DBS check.
<b>In Service Training:</b>	Time allowed for in-service training, subject to budgetary provision.





<b>Scale</b> Staff	None
Sites	YMCA Norfolk sites and other locations determined by work being delivered. This will be County wide.
<b>Discretion to Act</b>	Any expenditure within the role is to be approved by the appropriate Manager of the service.
<b>Environment</b> 1. YMCA Norfolk operates on a 24 hour, 365 days per year basis.  2. Unsocial hours  3. Risk	<p>In extreme circumstances, the post holder may need to be contacted in the event of an emergency related to their Service Area.</p> <p>Due to the nature of the post there may be unsociable hours of early mornings, evenings, weekends and bank holidays.</p> <p>There may be identified risk which will be documented and discussed with you before working with a family or young person. The risk will be mitigated as far as possible and a Lone Working Risk Assessment will be given identifying all areas of risk which you will be expected to adhere to when working in the community.</p>



**Person Specification**

<b>Job Title</b>	<b>Bank Engagement Worker (Communities team)</b>	
<b>Category</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<p><b>K5</b> – Proven record of life situations which have given knowledge and skills in working with people.</p>	<p><b>K1</b> - Proven record of provision of sound advice across a range of parenting related issues</p> <p><b>K2</b> - Demonstrable understanding and up to date knowledge of family work policy and practice</p> <p><b>K3</b> - Demonstrable understanding of support work in a housing setting</p> <p><b>K4</b> - Demonstrable understanding of Youth work in a community setting</p>
<b>Skills</b>	<p><b>S1</b> - Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts</p> <p><b>S2</b> - Good written and verbal communication skills</p> <p><b>S3</b> - Time management skills</p>	
<b>Aptitude</b>	<p><b>A1</b> - Competent user of MS Outlook, Word, PowerPoint and Excel</p> <p><b>A2</b> - Able to develop strong positive working relationships with colleagues</p> <p><b>A3</b> - Able to demonstrate a clear commitment to excellence in delivery of role</p>	
<b>Experience</b>	<p><b>E1</b> - Experience in support work of families and young people</p>	<p><b>E2</b> - Experience of one-to-one work and caseload management</p> <p><b>E3</b> - Experience of the voluntary or not for profit sector</p>



<b>Education</b>	<b>Q1</b> - "O" level / GCSE or Equivalent in Maths and English	<b>Q2</b> - Professional qualification in parenting/family work/social work/housing/ youth work <b>Q3</b> - Evidence of recent relevant training
<b>Christian Ethos</b>	<b>V1</b> - In sympathy with the Christian Identity of the YMCA	
<b>Personal Qualities</b>	<b>P1</b> - Able to present self and work effectively <b>P2</b> - High levels of honesty, integrity and discretion	
<b>Circumstances</b>	<b>C1</b> - Able and willing to work unsocial hours <b>C2</b> - Hold a full driving licence and have own transport	
<b>Health</b>	<b>H1</b> - Able to meet the requirements of the post with or without reasonable adjustment	
<b>Equality and Diversity</b>	<b>O1</b> - An understanding of equality and diversity	

