**JOB DESCRIPTION**

**JOB TITLE:** Programme coordinator- Youth Engagement Service

**JOB DURATION**: Fixed term until 31st March 2026, with

possibility of extension for up to a further 3 years

**RESPONSIBLE TO:** Youth Services Manager

**SALARY** £31,128 Scale Point: H2

**HOLIDAY ENTITLEMENT:** 30 days

**JOB PURPOSE:**

To plan, organise and manage the development, coordination and effective delivery of the Youth Engagement Service. A Public Health Agency funded service engaging with young people aged 11-25 from across the Mid & East Antrim area, to offer social and recreational space, outreach, educational programmes, signposting, advice, low level individual support and onward referral.

**KEY TASKS**

**Programme Management, Development and Delivery**

* Manage resources within the Youth Engagement Service programme including staffing, facilities and equipment
* Ensure implementation of the funding contract and that all key performance indicators and outcomes set by funders are delivered, and all funding returns completed in a timely manner
* Provide information to the Youth Services Manager on implementation of the contract, evaluation of activities and assist with determining future action
* Develop a creative and innovative programme and action plan for face to face delivery in line with the funding contract which is aimed at tackling health inequalities, meeting identified needs, and encouraging active participation
* Develop young people’s capacity to make informed choices about their health by creating a youth friendly environment and maintaining social and recreational space opening hours (afternoons and evenings)
* Network and liaise with other service providers and local groups to develop positive working relationships and referral pathways in order to maximise opportunities for young people and address health needs or gaps in current provision
* Signpost appropriate services, opportunities and activities to young people across Mid and East Antrim, making onward referrals as appropriate
* Develop and implement strategies to disseminate information through a wide range of media that supports young people to access services
* Provide management, supervision and training all staff and volunteers working within the Youth Engagement Service, and to liaise with the Business Support Officer- HR to facilitate
* Ensure the Youth Engagement Service works collaboratively and flexibly with other YMCA services, providing joined up thinking to meet the needs of existing and potential client groups experiencing health inequalities

**Direct Work with Young People**

* Recruit and engage young people in the Youth Engagement Service in order to link them into relevant services
* Build appropriate relationships with young people, helping them to cope with everyday life and feel good about themselves
* Provide low level support to young people in a variety of areas including mental and emotional health, social welfare, wider personal and health issues and practical issues
* Motivate young people to identify their needs and work towards individual goals consistent with developing and sustaining their independence and wellbeing
* Help young people to develop their resilience, confidence and autonomy, advocating on their behalf when necessary
* Assist young people to manage challenging and difficult situations, encouraging and enabling them to develop appropriate coping strategies
* Promote participation in participative structures and empower young people to be actively involved in programme design, content and development
* Facilitate and encourage young people’s involvement in health focused social action projects and other community engagements

**OTHER FUNCTIONS OF THE POST:**

Work with the Youth Services Manager to:

* Complete all paperwork associated with the post including the preparation of reports
* Manage the process of effective data collection using management information systems to ensure all recording, attendance and outcomes information are accurate and maintained for monitoring and evaluation purposes
* Evaluate and report on any aspects of service delivery which could be improved
* Deal appropriately with suggestions, concerns and complaints
* Monitor and control the use of resources and make recommendations for expenditure
* Attend and participate in internal meetings of the organisation, as appropriate, including training, staff meetings and away days
* Represent and promote Carrickfergus YMCA and its work positively in all internal and external dealings
* Work constructively and cooperatively with other members of the team
* Contribute to and initiate own continuous improvement activities
* Maintain confidential information in line with organisational, GDPR, Data Protection and legislative requirements
* Ensure the implementation of Carrickfergus YMCA policies through all programme activities i.e. equal opportunities, safeguarding, health and safety etc.

**SCOPE & LIMITS OF AUTHORITY**

The Programme Coordinator- Youth Engagement Service is managed by the Youth Services Manager.

The post-holder will work in consultation with the Youth Services Manager in the implementation of new initiatives and the delivery of programmes that help young people within the community and encourage their participation in Carrickfergus YMCA services.

The Programme Coordinator- Youth Engagement Service will be part of the Youth Work team within Carrickfergus YMCA and will lead the Youth Engagement Service with responsibility for staff management, budget monitoring, programmes, health and safety, risk assessment, facility management and any discipline issues.

**PERSONAL CONDUCT**

There is considerable direct contact with young people, parents/ carers, social work and health professionals, teaching staff, external agencies and the public in this role, therefore the successful candidate will be able to represent the organisation in a professional manner.

**WORKING HOURS**

The working week will consist of 35 hours. The Youth Engagement Service responds to the needs of young people and as a result evening and weekend work will be required, with an expectation of working 2-3 evenings per week. Time off in lieu (TOIL) will be negotiated with the Youth Services Manager.

**DISCLOSURE OF CRIMINAL BACKGROUND**

This post will involve ‘regulated activity’ under the Safeguarding Vulnerable Groups (NI) Order 2007, therefore the post holder will be subject to an ACCESS NI check.

**PERSON SPECIFICATION**

Qualifications and Experience

**Essential**

* A degree level qualification in Youth and Community Work, Social Work, Teaching, Health Promotion or other relevant subject **AND** a minimum of 3 years’ experience of working with young people in a youth work, health promotion, care, youth justice, education, supported housing, community support or other relevant setting **OR**

a recognised youth work qualification (eg OCN Level 2 & 3) **AND** a minimum of 5 year’s experience of working with vulnerable young people in a relevant context

* Experience of facilitating developmental work with young people and the ability to create, plan, implement and evaluate activities
* Experience of assessing need and delivering support to young people
* Experience of building relationships with statutory and other voluntary agencies

**Desirable**

* Training in ASIST, Mental Health First Aid, sexual health, drugs and alcohol or other related health promotion initiatives
* Previous experience of leading a team of staff and/or volunteers
* Previous experience of reporting to funders

Knowledge

**Essential**

* Knowledge and understanding of health related issues, particularly as they apply to young people and those who have experienced difficulties or challenges
* Knowledge, understanding and application of risk assessment, health & safety and safeguarding

Abilities and Skills

* Excellent interpersonal skills with the ability to develop and maintain appropriate relationships with young people
* Group facilitation skills
* Ability to network, establish relationships and communicate effectively with relevant professionals and other agencies
* Excellent planning and organisational skills
* Innovation and creativity
* Ability to work on own initiative and make decisions in a responsible and accountable manner
* Computer literate
* Full driving licence and access to a car or access to suitable transport which enables the postholder to carry out the requirements of the job

Disposition

* Team player with a flexible and adaptable attitude to work
* Ability to work in agreement with the aims and objectives of Carrickfergus YMCA
* Resilience, compassion and ability to manage the pressures of working with young people
* Commitment to undertake any relevant training
* Commitment to working within an equal opportunity framework