

JOB DESCRIPTION

Job Title:	Youth Worker	
Responsible to:	Directly:	Community and Youth Programmes Manager
	Indirectly:	None
Responsible for:	Directly:	None
	Indirectly:	None
Based at:	This is a hybrid role based across two hospital sites – University Hospital Coventry and St Cross Hospital in Rugby – with additional travel to other local venues such as community centres and schools across Coventry.	

Organisation Context

YMCA Heart of England is an independent charity, and registered provider of social housing, affiliated to the national and international YMCA Movement. YMCA enables people to develop their full potential in mind, body and spirit. Inspired by and faithful to our Christian values, we create supporting, energising and creative communities where young people can truly belong contribute and thrive.

Since 1849 we've been serving the people of Birmingham, Coventry and Warwickshire in a variety of ways from numerous locations across the region. Today we:

- Provide over 350 units of supported accommodation to people who have been homeless, helping them to live independently.
- In addition we provide general needs accommodation for when they no longer need the intensive support YMCA traditionally provides
- Provide affordable childcare from our nursery, trying to give children the very best start in life.
- Provide out-of-school clubs, and holiday playschemes for older children.
- Provide youth services and safe spaces for young people to engage and interact

We employ around 100 people who are supported by a team of volunteers, without whom we simply wouldn't be able to offer the range of services that we do.

Everything we do is focused on delivering our mission, which is:

To inspire young people to discover their potential so that they can live life in all its fullness.

Job Context

YMCA Heart of England is a Christian charity supporting individuals and communities across Birmingham, Coventry and Warwickshire. Our work spans housing, youth work, childcare, and a range of community programmes, including health and wellbeing, support and advice, and training and education. With over 100 staff and volunteers, we're committed to delivering high-quality, values-led services that help people build better futures.

We're recruiting two part-time Youth Workers for a 12-month project (with possible extension) in partnership with the Paediatric Diabetes Service at University Hospitals Coventry and Warwickshire NHS Trust. You'll support young people aged 12–19 living with diabetes by delivering creative, therapeutic activities in a variety of settings. This role combines health and youth work to improve wellbeing and outcomes for young people.

Job Purpose

We're looking for two part-time Youth Workers to join YMCA Heart of England to deliver an exciting 12-month programme in partnership with University Hospitals Coventry and Warwickshire NHS Trust. This role is part of our work to improve health outcomes for young people living with diabetes.

As part of a multi-disciplinary team, you'll support young people aged 12–19 by delivering educational and recreational activities that promote confidence, wellbeing and stronger connections. You'll advocate for their needs and encourage active engagement with their care.

In addition, you'll help develop peer support opportunities for both young people and their families, working alongside NHS staff to ensure meaningful participation in all planned sessions and activities.

This is a great opportunity to join YMCA Heart of England and contribute to a meaningful programme that combines youth work and healthcare to make a lasting impact.

Duties

- **Youth Work Activities:** Lead and provide youth work activities for young people within the diabetes service, delivering a mix of 1:1 engagement and peer support group work.
- **Needs Assessment:** Conduct assessments to establish the needs of young people, working closely with the healthcare team to develop appropriate support responses.
- **Activity Coordination:** Plan, coordinate, and implement creative activities, liaising with community and youth groups to enhance these strategies.
- **Resource Management:** Source, purchase, and ensure the safety of recreational resources suitable for the developmental stages of young people aged 12–19 years.

- **External Agency Collaboration:** Work with external agencies to provide suitable activities both within the hospital and the community, encouraging social interaction and support networks.
- **Safeguarding and Multi-Professional Work:** Ensure the safeguarding of young people, working effectively in a multi-professional setting, and maintaining accurate records of patient interactions and financial expenditures.
- **Environment and Equipment Management:** Create and maintain a young person-friendly environment in diabetes clinics, ensuring all activity and recreational equipment is safe and age-appropriate.
- **Professional Development and Networking:** Monitor and reflect on own performance, attend multidisciplinary meetings, engage with the national diabetes youth worker network, and initiate risk assessments for activities.

YMCA Heart of England Values and Mission requirements.

- At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including To respect and promote the association's ethos and uphold its values, namely:
- **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
- **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
- **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
- **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
- **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
- To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the public, and to maintain an impeccable standard of honesty and professionalism in all such dealings.
- To always uphold the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
- To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
- To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
- To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

Person Specification – Youth Worker

Criteria	Essential	Desirable
Alignment with Ethos and Values		
understanding of, and genuine respect for, the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England.	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
Flexible. Caring. Motivated. Sense of humour.	X	
Empathetic. Reliable. Trustworthy. Adaptable.	X	
Skills		
Confident in leading youth sessions and delivery against a programme brief with minimal support	X	
Good communication skills (verbal/non-verbal)	X	
To be able to effectively communicate with young people, families and team members.	X	
Comfortable in challenging negative behaviours and supporting young people experiencing difficulties in a positive way	X	
Knowledge		
Child protection legislations, laws and policies.	X	
Principles of infection control.		X
Customer relations.		X
Maintaining a safe environment.	X	
Maintaining an environment that is young person centred.	X	
Knowledge and understanding of adolescent behaviour and development.	X	
Knowledge and understanding of the importance of recreation whilst in hospital.		X

Knowledge of family dynamics.	X	
Knowledge of the needs of the hospitalised young person.	X	
Knowledge of risk assessment for projects and events.	X	
Understand the ethics and principles of youth work.	X	
An understanding of cultural difference	X	
Special Knowledge Insight into roles and responsibilities of post. Effects of long-term health conditions on the young person, family and peers.		X
Experience		
Experience of working with young people from diverse backgrounds.	X	
Experience of working with young people aged 10-19	X	
Experience of planning dynamic programmes for young people	X	
Experience of a range of children's and young people's programmes	X	
To have experience in working with data collection, submitting reports and working towards project and funded KPIs.	X	
Qualifications		
JNC Youth Work Qualification or a minimum of 2 years' experience working with young people.	X	
First Aid Training		X
Willing to undergo further training within areas appropriate to this field of practice.	X	
A full, clean driving licence and willingness to travel.	X	