

<b>Designation:</b>	<b>Youth Work Support Officer</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Responsible to:</b>	<b>Senior Youth Officer</b>
<b>Service Area:</b>	<b>Community Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Level 3 (or above) qualification or equivalent for work with young people and communities in the field of formal / informal education, community development or similar.

### EXPERIENCE

- Experience of working with young people in a variety of settings

### SKILLS & KNOWLEDGE

- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- IT Literate
- Ability to manage own time and workload and work as part of a team
- Knowledge of youth work and community work practice

### PERSONAL ATTRIBUTES

You must be; Positive, friendly, energetic and passionate about working with young people with view to bringing about change in them, the services they receive and their communities.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Level 3 (accredited) in Youth and Community Work

### EXPERIENCE

- Experience of working within strict budgets and controlled expenditure.
- Experience of working with the public and voluntary sectors

### SKILLS & KNOWLEDGE

- Ability to read and interpret policy documents and communicate them effectively
- Ability to understand related policy and link to practice creatively
- Ability to be creative in your approach to working with young people and communities
- An understanding of the national (Hear by Right) standards for youth participation
- An understanding of local politics and structures

## CORE COMPETENCIES

**1. Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

**2. Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

**3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

**4. Innovating**

You will be able to seek better, more effective ways of delivering services.

**5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

**6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.