



Human Resources
Title: Job Description
Policy Owner: Chief Executive Officer

# YOUTH WORKER (Primary)

## Job Purpose

As a Youth Worker, you will provide holistic pastoral support to young people, primarily in school years 1-6, as well as their families. Your focus will be on engagement, enjoyment, and facilitating the delivery high-quality afterschool provision alongside comprehensive wraparound support.

Through your work, you will contribute to key outcomes for children and families, including increasing confidence, improving wellbeing, reducing isolation, and encouraging community engagement.

This role requires a balance of direct work with young people, pastoral support, safeguarding and administrative tasks. You will play a key role in ensuring afterschool and holiday club provision runs smoothly, is well-attended, and meets all organisational, safeguarding, and funding requirements.

You will work closely with young people, families, schools, and partner agencies to ensure services are accessible, well-managed, and impactful.

## Role Details

- **Salary:** £25,800 FTE
- **Hours:** 30 hours per week
- **Contract:** Fixed term - 1 year
- **Afterschool Delivery (Term time):** 10 hours per week (approximate) - Bedfordshire venues
- **Holiday Club Delivery**
- **Working Hours:** Monday - Thursday, 10:30am - 6:30pm (dependent on delivery schedule)
- Non delivery hours based at our Bedford Office

## Key Responsibilities

### Wraparound Pastoral Support

- Provide consistent, child-centred pastoral support tailored to individual needs across all F4YP delivery.
- Ensure young people have appropriate 1:1 pastoral support plans that are accurate, achievable, and effectively implemented.
- Maintain accurate and up-to-date risk assessments for all relevant young people and ensure these are communicated and acted upon across the service.
- Follow referral processes, liaising with schools, families, and external agencies to gather information and support high-needs / EHCP assessments, including school visits where required.

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- Attend safeguarding and multi-agency meetings where required and feedback to the team
- Identify and escalate concerns relating to behaviour, safeguarding, or unmet needs.
- Act as the pastoral lead to a caseload of schools for identified cold spot areas, developing and maintaining strong relationships with key school staff (e.g., family support workers) and promoting the F4YP referral service.
- Provide regular pastoral updates and termly reports to schools on YP progress, ensuring effective communication and collaboration.
- Build strong, positive relationships with parents and carers ensuring they feel supported and informed on YP progress and support needs.
- Keep up to date with local services and effectively signpost families to relevant support.
- Identify needs and take appropriate action to support young people and their families, including signposting and referrals
- Use F4YP’s Pastoral Toolkit within sessions to support engagement, behaviour, and wellbeing
- Follow F4YP code of conduct, behaviour and safeguarding policies, including behaviour management, de-escalation, and Positive Handling (Team Teach)

## Delivery, Operations & Logistics

- Attend approximately 10 hours of afterschool clubs per week, ensuring smooth operation and young people engagement.
- Attend Holiday Club delivery, overseeing staff and sessions, supervising YP and ensuring the smooth operation of the clubs
- Lead, plan and coordinate all aspects of allocated delivery (pre/during/post), including filling spaces, Eventbrite event creation, bookings, registers, administration, co-ordinating staffing, equipment management, course bookings, school visits, and communication with venues, schools, providers, and families to ensure smooth day-to-day running of sessions.
- Ensure appropriate staff-to-child ratios and that all health and safety procedures, including risk assessments, are conducted, followed and accurate to the activity, ensuring that any accidents or hazards identified are reported using the correct channels.
- Ensure tutors have the equipment they need to deliver high-quality sessions, including timetable logistics, session plans, auditing equipment termly, keeping accurate records, sourcing missing equipment and requesting restock.
- Support the safe and effective setup and pack down of sessions and club activities, ensuring all areas are clean, tidy, and ready for use; remove or store non-F4YP equipment appropriately, report any loss or damage to equipment, contribute to staff

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briefings and daily setup, and assist with end-of-day cleaning and reset of school and club spaces.

- Deliver sessions where needed e.g. arts and crafts/youth group style activities.
- Attend young people’s forums, parent/carer forums, and coffee mornings, as well as community meetings as directed by the HOO.
- Actively promote F4YP’s services within schools through assemblies, class visits, and parents’ evenings to encourage engagement and referrals.

## Impact & Monitoring

- Maintain accurate records for each young person/course, including bursary checks, profile updates, therapy session records, attendance, pastoral logs, evaluations, and outcome tracking and any other reporting requirements.
- Collect and analyse pre- and post-activity data, including referrals & bookings, consents, registers, staff briefings, and evaluations.
- Collect data from delivery including evaluations, outcomes, YP interviews, and content (photos/videos/testimonials) in line with funder monitoring and evaluation requirements.
- Create case studies that demonstrate the impact of F4YP’s services on young people and families.
- Research venues, transport, and local activity costs to compare them with F4YP services, as directed.
- Assist in preparing reports and updates for funders based on course data and evaluations.
- Evaluate and demonstrate effectiveness of delivery compared to F4YP aims and outcomes and feedback to line manager.

## Family & Community Engagement

- Build positive and professional relationships with parents and carers.
- Communicate regularly with families regarding attendance, progress, and any concerns.
- Represent F4YP at school and community events (e.g. parents’ evenings, forums).
- Promote F4YP services within schools to support engagement and referrals.
- Maintain awareness of local services and signpost families where appropriate.

## Organisation, Administration & Professional Responsibilities

- Always follow F4YP processes and procedures
- Use internal systems (e.g. Microsoft 365, Salesforce) to maintain accurate records and manage programme data
- Maintain organised systems for planning, communication, and delivery
- Support the creation and distribution of promotional materials, as directed.

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- Act as a point of contact within the office, responding to enquiries, calls, and visitors, and resolving queries where possible
- Complete monthly progress reviews, attend 1:1 and team meetings, and participate in appraisals
- Complete regular training, including Team Teach (annual) and First Aid, termly safeguarding refreshers and other continued professional development training
- Work collaboratively as part of the F4YP team, contributing to a positive, supportive, and professional working environment, and building strong relationships with colleagues and wider personnel
- Develop and maintain constructive relationships across the organisation and with service users, parents/carers, schools, funders, and other stakeholders
- Act as an ambassador for F4YP, representing the organisation professionally at all times and proactively promoting its values, services, and impact, seeking opportunities to raise awareness and contribute to increased visibility, engagement, and long-term sustainability
- Uphold F4YP values, always acting as a positive role model and adhering to the F4YP code of conduct
- Maintain up-to-date knowledge of F4YP's strategic priorities, aims, values, and outcomes, ensuring all work is aligned with and contributes to the organisation's overall mission and impact
- Undertake additional duties as required by the needs of the organisation

## Person Specification

### Qualifications & Experience:

- Educated to NVQ Level 3 (or equivalent) in a relevant field.
- Good standard of education, including GCSEs in English & Maths (A-C).
- Current First Aid Qualification (or willingness to obtain).
- Minimum of 2 years' experience in a similar role within a school, youth environment, or young person support service.
- Experience working in the charity sector (desirable).
- Experience in health & safety, including risk assessments, and safeguarding.
- Evidence of continuing professional development within the children and young people sector.
- Experience working with children and families from diverse backgrounds.
- Experience and understanding of working with people with additional needs (e.g., disability, neurodiversity, mental ill health).

### Skills & Competencies:

- Strong interpersonal and communication skills, with the ability to build rapport with young people, families, and school staff.

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- Effective behaviour management strategies.
- Excellent time management, organisational, and administrative skills, with the ability to prioritise a varied workload.
- Ability to work independently and as part of a collaborative team.
- Empathy, patience, and a non-judgmental approach when supporting young people and families.
- Knowledge of local community resources and partnership agencies that support young people.
- Solution-focused and proactive approach, with enthusiasm for working with children, parents, carers, and professionals.
- Experience in monitoring, assessing, recording, reporting, and implementing actions to support young people's attendance, well-being, and safeguarding.
- Conflict resolution and problem-solving skills.
- Proficiency in IT systems, including Microsoft Office.
- Experience in managing admin systems efficiently.

**Additional Requirements:**

- Full, clean UK driving license and access to a reliable vehicle for travel between sites, including home visits.
- Ability to work flexible hours, including evenings and occasional weekends, to accommodate family needs and emergencies.
- Commitment to Equality, Diversity, and Inclusion policies.
- Willingness to undertake further training and professional development as required.
- Enhanced DBS check (clean and up to date).
- Commitment to upholding health and safety standards in all areas of work.