

Post Title: Youth Information Worker

Location: Base in Ennis however working throughout Clare

Reports to: Line Manager

Works with: Youth Information Team, Youth Work Team, wider CYS Team

Hours: This post is 37.5 hours

The post holder is an exceptional individual who endeavours to work in partnership with young people. They make a difference in their lives by promoting a culture of unconditional positive regard and by operating in line with our organisational mission, vision and values

Job Summary:

To engage and support young people through a range of interventions, activities and issue based programmes in centre and on an outreach basis. Providing an effective and relevant information service to young people in Co. Clare. Promoting and increasing an awareness of Youth Information around the County. To promote the work and mission of Clare Youth Service in the community. To identify young people within the prescribed target groups currently not accessing the service and support them to engage.

Key duties and area of responsibilities:

- Address queries from young people, people working with young people and the public.
- Work with young people in the co-creation of activities and programmes with a clear emphasis on youth participation in all aspects and areas of the project.
- Deliver creative, innovative, challenging, fun and exciting projects with and for young people focused on the sharing of information and building young people's understanding and capacity to critically examine and analyse information in all forums.
- Work in a creative and innovation manner to develop new and exciting means of sharing information with young people.
- Engage with young people and develop appropriate strategies for individuals and groups – including planning, developing, implementing and evaluating needs and strengths based programmes and information sharing activities for young people.
- Support young people in key areas including but not limited to awareness raising and support for young people and LGBTI+ allies, Social Inclusion, Environment, Social Justice, Integration and inclusion.
- Research material and information that would be of interest to the service and young people.
- Keep up to date with local and national issues as they affect young people through reviewing print, broadcast and social media.
- Identify and source relevant material for distribution and distribute accordingly
- Produce displays as needed and where relevant i.e. at key times in the year for information points, workshops, and digital screens
- Train and support young people to take an active role in the project including involvement in the research design and delivery of information for young people.
- Advocate for young people using youth participation methodologies as well as representing individuals on formal and informal platforms and forums.
- Support young people to access additional supports and services as appropriate including for example health services, education, training and employment opportunities. .
- Ensure youth work approaches and methodologies are employed e.g. centre and outreach based programmes, detached youth work, group work programmes and activities, structured drop-in and individual support, residential based opportunities in line with CYS Practice.

- Work with young people to maintain and develop in centre rooms as clean and user friendly safe spaces.
- Schedule work to reflect 70% face to face work with young people.
- Contribute to the development of a Logic Model to provide a high-level visual overview of all work.
- Evaluate the work of the project with young people and other key stakeholders using relevant project evaluation systems.
- Compile statistics and figures
- Undertake CPD and participate in capacity building and service development sessions provided by CYS.
- Actively participate in both internal and external networks, groups or structures as may be assigned.
- Undertake other duties as may be requested by the CEO and/or Line Manager

Administrative duties including but not limited to:

- Identify and pursue sources of funding for projects to improve services and/or resources for young people
- Ensure operation within budgets and monitor programme spending in line with CYS procedures.
- Ensure compliance with relevant Quality Standards Frameworks and those specific to the project.
- Maintain clear records of the work with the participants including tracking sheets, application forms, referral forms, reports, permissions slips, consent forms, photographs, print media clippings, social media posts etc.
- Adhere to required tools, templates and systems to ensure all work is recorded, documented and reported correctly.

Other information

- **Salary:** – **Salary:** – CYS Youth Work Salary Scale is an 11 point scale ranging from €32,078.57 to €46,668.65. Starting point based on experience which is anticipated between point 1 and 2. Salary payable on a monthly basis.
- **Annual Leave** – 26 days annual leave for fulltime workers (pro-rata for part time post)
- **Bank Holidays:** As most youth workers are not scheduled to work Mondays this day (pro-rata) is taken as soon as possible within the month.
- **Sick Leave:** One month paid certified sick leave in a 12 month period (pro rata) after 6 months work with the service.
- **Working hours:** 37.5 hours per week. Options may be available an additional day on a different project if seeking fulltime hours.
- **Training and development:** The service is committed to meeting the training needs of all staff and works to develop a training plan to meet any skills or knowledge gaps on an individual or team basis. This includes internal and external training programmes.
- **Support:** All staff received formal support and supervision on a monthly basis while additional support from your manager is available as required. The culture within the wider team is such that all staff provide informal support and advice for each other as needed.

- **Employee Assistance Programme:** This is a confidential service available for all staff.
- **Flexible working:** Work is scheduled at times that young people are available including evening and weekends and typically fulltime workers work their hours between Tuesday and Saturday or Wednesday and Sunday.
- **Travel:** This post will involve travel and it is the responsibility of the employee to ensure that they have sufficient motor insurance to cover all aspects of their post including carrying colleagues, young people and equipment. It is a requirement of this post that the employee hold a valid driving license, owns a car and is adequately insured to use this car in the course of their work.
- **Garda Vetting:** Employment with CYS is subject to a satisfactory response from the Garda Vetting Unit and satisfactory reference checks being received.
- **Child Safeguarding:** Successful applications must submit the Tusla e-learning certificate and Mandated Persons certification where appropriate. In addition, staff complete the NYCI Child Protection Awareness Programme with CYS.

Post Requirements (E) Essential (D) Desirable

Qualifications	Degree in a relevant area. (E)	Youth Work Qualification (D) Relevant areas include but not limited to degrees in the following areas: <ul style="list-style-type: none"> ▪ Social Care ▪ Health Promotion ▪ Community Development ▪ Education ▪ Social Science ▪ Youth Justice Work
Experience	<ul style="list-style-type: none"> ▪ 1 year's relevant experience of working with young people in a paid capacity or 3 years in a voluntary capacity. (D) ▪ Experience in the design and delivery of a wide range of programmes for young people. (D) ▪ Experience of working with young people who are considered hard to reach. (D) ▪ Experience of working with young people in a dynamic/engaging way using a variety of methodologies. (D) ▪ Excellent communication, interpersonal and teamwork skills, with the ability to engage a diverse range of stakeholders and maintain effective working relationships. (E) 	
Knowledge	<ul style="list-style-type: none"> ▪ Knowledge of Child Safeguarding. (E) ▪ Knowledge of best practice approaches in all relevant areas including youth work methodologies and youth participation. (D) ▪ Knowledge of issues and trends affecting young people in contemporary Ireland (D) 	
Skills	<ul style="list-style-type: none"> ▪ Analytical, decision making and problem solving skills required with the capacity to absorb/organise new information to ensure continuing best practice. ▪ Proficient at planning, delivering, and evaluating programmes. ▪ Proficient report writing skills. ▪ Experienced in computer applications and the use of online communication platforms. 	
Core Competency	<ul style="list-style-type: none"> ▪ Ability to self-manage including a commitment to reflective practice. ▪ Ability to work within the ethos, values and principles of CYS. ▪ Commitment to excellent work practice including time keeping. ▪ Commitment to flexible working on an ongoing basis in line with the requirements of CYS for this post including working late evenings and weekends as a core part of the working week. ▪ Commitment to ongoing personal and professional development. ▪ Ability to relate with empathy and respect to young people, colleagues, stakeholders and the general public. ▪ Respectful engagement with and support for volunteers. ▪ Ability to communicate effectively and appropriately to young people across the target group age range. ▪ Flexible, willing to adapt to new challenges and change. ▪ Ability to plan and prioritise work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances. ▪ Ability to think logically, use initiative and work with minimum supervision. ▪ Fluency in English, both written and verbal. (E) 	