

Job Description – Youth Outreach Activity Worker
Active Youth Outreach Services CIC (AYOS)

1. Job purpose:

To deliver outreach activities and mentoring programmes for clients of Active Youth Outreach Services CIC. In doing so meeting the requirements set out by the Operations and Fundraising Manager and the Board of Directors.

2. Key tasks & responsibilities:

Programme Delivery

- To provide a high standard of service for clients of Active Youth Outreach Services CIC.
- To ensure all company procedures are followed and complied with.
- To deliver briefings and provide proactive delivery and guidance to clients.
- To assist in the preparation, organisation, setting out and packing away of activities.
- To assess and test the maintenance, repair, safety, and security of Active Youth Outreach Services CIC equipment.
- Ensure compliance with company safeguarding policies and procedures.
- To record and report all accidents, incidents and near misses (inc safeguarding and equipment breakages) to the Operations and Fundraising Manager and participate in the investigation as required.
- To carry out all responsibilities and activities within the Equal Opportunities framework.
- To contribute towards the achievement of objectives, targets, and planned strategies to fulfil service and organisational targets

Relationships

- To present a professional appearance and attitude at all times, and maintain an excellent standard of Customer service.
- To maintain a positive working relationship with those who are present on site. (Commissioners, Contracting Bodies, Staff and Contractors)
- To deal with queries and complaints efficiently and inform the Operations and Fundraising Manager of all issues and their outcomes.
- Work as part of a team and have a flexible attitude to work in a customer-focused environment.

General

- To participate in cleaning/tidying to ensure the appearance of Active Youth Outreach Services CIC is maintained.
- To undertake relevant training/ courses to keep your qualifications and skills current.
- To assist with the general running and maintenance of the company as required.
- To report to your line manager both formally and informally regarding the development of your role and progress against agreed milestones and targets.
- You must have a flexible approach to work, a willingness to accept change and a willingness to be trained in all aspects of work.
- You must be willing to attend training courses as required by your line manager.
- You must ensure all necessary actions and precautions are taken to protect and safeguard local children and families.
- To participate in reviews and meetings as required about own progression.

3. Health, safety, and environmental responsibilities:

- You must take reasonable care for your health and safety and have regard for other people who may be affected by the duties you carry out.
- To record and report all accidents and near misses to the Operations and Fundraising Manager and participate in accident investigation as required.
- To ensure that equipment and facilities are safe for use and that clients are instructed in safety procedures and then follow them.

4. Knowledge/ experience required for the role:

Required:

- Previous experience in delivering sports-based programmes
- Previous experience in teaching/coaching and delivery
- Previous experience in dealing with and empathising with children and young people
- Previous experience in dealing with challenging behaviour and/or barriers to development

Desirable:

- Relevant coaching or training qualification
- Previous experience working with children and young people aged 5 – 24.
- Driver's licence
- Trailer towing licence

5. Special note

Please note the job holder will be required to undertake regular enhanced DBS checks.

6. Structure

