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Job Description – Youth Support Adviser

Location: East Sussex – Eastbourne

Reports to: YES Area Manager

Job Purpose:

The Youth Support Adviser role has a central responsibility within the Youth Employability Service and is often the first point of contact into the service for young people aged 16-18 who are NEET (not in education or employment or training) or at risk of NEET. The role requires the understanding, skills, and knowledge to support young people who find engaging in education, employment or training difficult.

The post also requires the ability to successfully engage with young people through various methods, whether this be via phone calls, text messages, email or face to face. We call this 'tracking', and the YSA sits within a 'tracking team' to complete this vital work.

The YSA will often be the first point of contact for young people accessing YES and as such requires good level of customer service and communication skills. Supporting the Eastbourne office, the YSA must be also willing to travel cross county if required.

Main duties and responsibilities:

Impact and service delivery:

- To support, advocate and encourage young people to enable them to make a positive and sustainable transition into EET.
- Provide 1:1 sessions for young people who require support and preparation into the world of work or learning.
- To book appointments with young people for the wider YES team.
- Represent the YES service in other venues, such as colleges or community hubs.
- To complete initial MAPP assessments for young people who access YES.
- Maintain regular and consistent contact with identified young people on caseload to achieve positive participation into EET.
- Be willing to challenge behaviours and/or lifestyles which may be barriers to progression.
- Referral to relevant agencies to ensure appropriate support is offered and accessed.

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- To meet targets for work as identified through your manager.
- To fully adhere to the requirements of case loading processes and protocols.
- Maintaining an up-to-date knowledge of local labour market information, opportunities, and resources to aid young people's progression.
- Always show professionalism and a positive attitude.
- Complying with policies that support equality of opportunity and actively aim to work in an anti-discriminatory way.
- To carry out tracking of EET situations as part of the Tracking Team and record this work on the Aspire database.
- Undertake any other duties as may from time to time be required. The duties may be changed and/or varied to meet changing circumstances at the discretion of the senior management team.

Effective self and team:

- Prepare for and contribute to Line Management Supervision, Caseload Management Meetings, Appraisals and Safeguarding Practice Reflection.
- Be willing to provide cover for colleagues to deliver sessions where needed.
- Participate in mandatory training and reflect on learning and development opportunities to translate learning into practice.

Organisation:

- Take an active role in relation to own Personal and Continuous Professional Development including attending regular, line manager reviews, appraisal and planning own training and development needs using the CPD file and process.
- Ensure that all policies and procedures that relate to employment and health and safety are read and understood. Policies may be revised for time to time, so it is your duty to ensure you regularly review policies and procedures.
- Undertake any other reasonable duties that may be required from time to time. The duties may be changed and/or varied to meet changing circumstances at the discretion of Management

All appointees will be subject to an Enhanced DBS Check.

Person Specification: Youth Support Adviser

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	Essential	Desirable
Qualifications and Training		
Maths and English GCSE grade C or above (or equivalent)	X	
A commitment to undertake all necessary training for the role	X	
Knowledge and Experience		
Experience of Microsoft products and ability to use them effectively, including Outlook, Excel, Word, and PowerPoint	X	
Demonstrable experience within a youth employability, or youth support setting		X
Personal Skills and Attributes		
High level of organisational skills with good time management	X	
Ability to demonstrate practical and procedural knowledge of a youth employability setting	X	
Ability to build rapport and foster good working relationships with colleagues, clients, and external stakeholders where necessary	X	
Demonstrable ability to understand the needs of customers/stakeholders and adapt the service accordingly	X	
Demonstrable ability to exchange varied information orally or in writing with a range of audiences, using advisory, negotiating, or persuasive skills where necessary	X	
Can demonstrate some understanding of the organisation's aims and objectives and how their role supports these	X	
Ability to effectively evaluate own performance considering feedback	X	

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Experience of safeguarding situations within a young people's service		X
Other		
Full, clean driving licence and use of a vehicle		X
No criminal convictions that would affect the ability to work with children and young people. Appointment subject to an Enhanced DBS check.	X	
Willingness to work evenings when required	X	

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