



# INDEPENDENT SERVICE LEAD

*JOB DESCRIPTION*



## OVERVIEW

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**COMPANY:** Wigan Youth Zone

**LOCATION:** Wigan Youth Zone

**SALARY:** Up to £26,000

**BENEFITS:**

- 33 days annual leave (including bank holidays) pro rata. Plus additional leave for length of service.
- Hybrid work,
- Birthdays off,
- Gym access,
- training and CPD including first aid, safeguarding and health and safety,
- Career development opportunities,
- Employee assistance programme,
- Cycle to work scheme,
- Strong team culture,
- Workplace pension,
- Free eye tests,
- Discounted to £2 access to holiday club for WYZ staff.

**POSTED:** 5<sup>th</sup> February 2025

**CLOSING:** 3<sup>rd</sup> March 2025

**First interviews:** 7<sup>th</sup> March 2025

**Second interviews:** TBA

**SPECIALISM:** Youth Work

**REPORTS TO:** Head of Youth Work

**CONTRACT TYPE:** till end date 31<sup>st</sup> Jan 2027

**HOURS:** 40 hours per week

**WORK PATTERN:** This will include weekends and evenings.

**ORGANISATION TYPE:** Charity

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## WHO WE ARE LOOKING FOR:

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This is your opportunity to join our child-centred Independent Visitor service. We are excited to be able to deliver this essential, statutory service. As the Independent Service Lead you are responsible for IV's (Independent Visitor's) they are trained volunteers who are uniquely placed to provide care-experienced children and young people with emotional support and stability. IVs offer the chance for children to build a trusting, positive relationship with them over time, and is someone the young person can have fun with, but as a trusted adult, they also safeguard children. IV Leads are responsible for volunteer training, supervision, matching and visiting young people and their linked IVs. These are critical roles and offer significant added value into the lives of children in care and care leavers. This role requires a flexible working pattern, and you will be expected to work evenings and occasional weekends. You will also travel to different locations across the region to meet with young people referred to the service and to attend a range of professional meetings, as appropriate.

You will also have the opportunity to work on our evening session supporting young people in delivering first-class youth work.

## KNOWLEDGE AND UNDERSTANDING

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Knowledge of the issues affecting young people in today's society and how to plan activities with a view to raising awareness around relevant topics

To be empathetic and approachable person who will listen to young people and support them with relevant information, advice and guidance

An ability to work with a diverse range of young people including various, ages, gender, sexuality, needs and abilities.

Knowledge and understanding of emotional well-being, mental health difficulties and how to sign post onto other relevant services and/or undertake work around positive coping strategies and how to keep Safe.

Understanding of the principles of working with children and young people including behaviour that challenges

Knowledge of health and safety, diversity awareness and safeguarding best practice and how these relate to children and young people

Delivery of activities within an equality framework

To lead from the front following our vision and values and embedding these in our offer.

To have a great understanding of looked after children and the support required.

## QUALIFICATIONS

A Professional Youth Work Qualification at Level 4 or above- Desirable

## WHAT WILL YOU NEED TO SUCCEED:

<b>EXPERIENCE</b>	
Proven experience of working with young people aged 8 to 19 (25 with disabilities) in a range of settings	Essential
Experience of working with young people with additional needs or disabilities	Essential
Proven experience of engaging vulnerable, disengaged or hard to reach young people	Essential
Experience of making assessments on risk and the needs of children/young people	Desireble
Experienced in dealing with safeguarding issues faced by young people and best practice	Desireble
Experience of working with children in care and care leavers	Desireble
Experience of monitoring and evaluation processes	Desireble
Experience of partnership working with other agencies to promote the best outcomes for children and young people	Desireble
Experience of supporting volunteers	Desirable
<b>SKILLS</b>	
Ability to work with young people and engage them in group work to help promote welfare, aspirations/achievements.	Essential
Ability to develop good professional relationships with children, young people and vulnerable adults	Essential
Ability to coach, encourage, motivate and provide consistent support to children, young people and vulnerable adults	Essential



Ability to establish good professional relationships with young people, adults and partner agencies/organisations	Essential
Ability to identify and challenge discrimination and discriminatory behaviour	Essential
Ability to manage behaviour and challenging situations	Essential
<b>KNOWLEDGE AND UNDERSTANDING</b>	
Understanding the principles of working with children and young people	Essential
Understanding of issues affecting young people in todays society	Essential
Understanding of the Youth Work curriculum, theory and practice	Essential
Knowledge of Health and Safety, diversity awareness and safeguarding best practice and how these relate to children and young people	Essential

## WHAT YOU WILL BE DOING

### Key Responsibilities

- To co-ordinate the Independent Visitor (IV) Volunteer Service at WYZ, to develop the existing service and have day-to-day responsibility of the IV service for children and young people in Wigan and Leighs care.
- To manage referrals for the local authority.
- To monitor, supervise, support and guide volunteers, organising appropriate training when needed to ensure they have relevant skills and knowledge to support the young people they are matched with.
- To match young people with suitable volunteers and provide on-going support to manage and monitor the relationship they share.
- To provide regular supervision to matched IVs.
- To manage regular reviews with all stakeholders for matched children and young people.
- To maintain regular contact with both parties ensuring regular updates to include young person's progression, any issues or concerns, professional information sharing.
- To attend professional meetings and work with other relevant agencies to keep young people safe and to help them thrive.
- To complete all necessary assessments prior to match and ongoing assessment to measure impact and capture young person's views wishes and feelings.
- To record work using case management database.
- To ensure all necessary safeguards are followed and checked with volunteers.
- To work with and support children/young people from diverse backgrounds focusing on building self-esteem, self-confidence and resilience using a trauma informed approach.
- Work alongside colleagues across WYZ to ensure young people can access the opportunities the organisation has to offer.

- To signpost to other agencies and create exit plans that provide supportive pathways once they have left the service when necessary.
- To write quality case studies and good news stories that demonstrate the impact of the work.
- To be involved in the development and delivery of training of volunteers and to assist with events that ensure volunteers feel valued, supported, and have a sense of belonging.
- Work alongside volunteer and Training Manager to recruit and support train new volunteers
- Ensure that you follow safe practice, manage risk and constantly review your casework.
- To actively take part in reflective supervision and performance reviews.
- To keep children and young people safe in line with safeguarding policies and local authority arrangements around safeguarding.
- To understand and adhere to policies and procedures at all times, with particular emphasis on equal opportunities, health and safety and safeguarding.
- To undertake any other work requested by your line manager
- To work on session two nights a week as part of one of our departments engaging young people and using these sessions as integration sessions to YP on programme
- To co-support our LAC DM on supporting our Monday night Looked After Children session and raising the awareness of this session

### General

- To be alert to issues of safeguarding / child protection, ensuring the welfare and safety of Youth Zone members is promoted and to report safeguarding concerns to the WYZ Safeguarding Team in line with our safeguarding policies, procedures and practice (training to be provided);
- To assist with any promotional activities and visits that take place at the Youth Zone;
- To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership;
- To adhere to Wigan Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities.

### Other duties

- To carry out any other duty with the Youth Zone provision and facility operations, and within the competencies of the post holder, as directed by your line manager or a senior manager.

## SPECIAL REQUIREMENTS

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*In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and business satisfactory references.*

*Please note that in line with our Safeguarding Policy, you must be age 21 or over to work in our Senior Sessions and 19+ to work on our Junior Sessions and Holiday Clubs. All applicants must also be inactive as members for at least 12 months.*

**Adhere to the Youth Zone's policies at all times, with particular emphasis on Equal Opportunities and Safeguarding.**

**A willingness to work evenings and weekends, support at community events.**

## WHAT IS WIGAN YOUTH ZONE?

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Wigan Youth Zone is a purpose built, state-of-the-art youth facility in Wigan town centre which opened in June 2013. It offers young people from across Wigan and Leigh, the opportunity to meet friends, have fun, have new experiences, learn new skills and access the support they need to help develop and achieve their potential.

The Youth Zone is open to all young people across Wigan aged from 8 to 19 (up to 25 with additional needs), striving to offer something for everyone, regardless of their interests or abilities. With almost 15 dedicated areas to choose from including our four 40-metre floodlit football pitches, art room, music room and climbing wall – there's something for everyone here at Wigan Youth Zone.

Our aim is simple, to provide the town's young people with somewhere to go, something to do and someone to talk to.

## WHAT DO YOU NEED TO DO NEXT

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Please complete our application form and return it to [hr@wiganyouthzone.org](mailto:hr@wiganyouthzone.org)

*88% OF OUR TEAM WOULD RECOMMEND WIGAN  
YOUTH ZONE AS AN EMPLOYER TO THEIR FAMILY  
AND FRIENDS*