



Job Profile

JOB TITLE:	Programme Delivery Worker
GRADE:	Scale 4
POST NO:	Various
JOB TIER:	5
DBS CHECK:	Enhanced
GROUP:	Children and Young People's Services
SERVICE:	Hillingdon Youth Offer

REPORTING STRUCTURE

Reports to:	Lead Programme Delivery Worker
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To support the delivery of a cohesive and comprehensive Youth Offer in Hillingdon that enables children, young people, and communities to progress towards positive social, health, and economic outcomes, through engagement in work and development services.

To enable children, young people and communities to develop competencies that support their progression and build sustained resilience to risk.

A. Job Description

1. Resident and Community Contribution

- To work directly with children and young people to provide a curriculum programme of activities and services that are responsive to need.
- To work within a service model that delivers a blend of static, detached and outreach delivery across the borough informed by the Service plan
- To ensure the effective delivery of Hillingdons' Youth Offer through the development and maintenance of effective relationships with relevant stakeholders
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however, may be required to assist in the induction and training of peers, new employees and volunteers

3. Operational Service Delivery

- To support the delivery of a relevant programme offer by ensuring an effective response to community need.
- To ensure that children, young people, and communities that require continuing support are identified and engaged in learning and activity programmes.
- To ensure that children, young people and communities that require statutory engagement are identified and referred to specialist or acute service providers

4. Service Planning and Development

- To support the planning and delivery of the Youth Offer in conjunction with practitioners, service users, and community stakeholders, through the contributing to the service delivery plan.
- To support the monitoring and review of the Youth Offer in conjunction with practitioners, service users, and community stakeholders, through the contributing to quarterly monitoring reports.

- To support the evaluation of the impact of the Youth Offer in conjunction with practitioners, service users, and community stakeholders, through the contributing to an annual service delivery impact report.
- To support the implementation of quality standards for the delivery of the service.

5. Financial and Resource Management

- To demonstrate cost-consciousness and identify and cost effective changes to ways of working
- To participate in the day to day administration and finance (including budget control, fundraising, record keeping, data collection, security and communication by phone, computer system and in writing) necessary to ensure the smooth running of the programme of activities, services and facilities.

6. Service Improvement

- To support continuous monitoring of performance and productivity, to ensure the delivery of service level agreements with service delivery partners is optimised.

7. Contacts

- To support the active involvement of children and young people in the design, delivery, and evaluation of activities and services through the delivery of regular forum activities seeking the voice of the child.
- To effectively support contacts with other key officers within the Council, including youth justice team, adolescent development team, key work teams, children's centre locality leads, and wider Council service teams.
- To effectively support contacts with community-based service providers, service users, residents, and wider stakeholder groups.

8. Additional Responsibilities

- To work across service delivery locations and localities and deliver specific programmes and activities as determined by the Hillingdon Youth Offer.
- To participate fully in performance appraisal and supervision meetings and, through these processes identify and participate in appropriate staff development activity and training.
- To work within the Councils policies, procedures and working practices.

- To complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- To support the delivery against annual performance input, output, outcome, and impact targets as specified in the related plans.

B. Person Specification

Programme Delivery Worker

This person specification will be used for recruitment to the Programme Delivery Worker vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
JNC-accredited professional qualification in Youth and Community Work		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the Service including evening, weekend and residential work	✓	
Full UK driving licence and access to vehicle for work purposes		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Extensive and proven experience of community development and leadership		✓
Experience of managing and leading community groups and individuals		✓
Experience of developing organisational partnerships		✓
Experience of involving the community and other stakeholders in service design and delivery		✓
Experience of partnership working with a wide range of stakeholders from the statutory, private and voluntary sector		✓
Experience of working with elected Members		✓
Experience of transforming services and driving efficiency		✓
Experience of working within education and developmental services		✓
Experience of project planning, monitoring and evaluation		✓

Experience of working with diverse communities		✓
4. KNOWLEDGE and SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of the issues impacting on the lives of children, young people and families.	✓	
Knowledge of policy, legislation and theory in relation to the provision of early intervention and prevention services		✓
The ability to motivate and lead individuals and organisations		✓
Knowledge of safeguarding and child protection		✓
Knowledge of Early Help Assessment and Team around The Family procedures		✓
Knowledge of evidence based interventions which support intervening early to support children, young people and families		✓
Knowledge of operational planning and managing change		✓
Knowledge of ways to efficiently monitor and evaluate performance to improve service outcomes		✓
Skills to be able to develop professional relationships with groups of children and young people	✓	
Effective planning and organisational skills	✓	
Knowledge of performance management and the skill to apply performance management policies and procedures		✓
Skills that can be shared with children and young people	✓	
Ability to support and work with children and young people on a one to one basis	✓	
Capacity building skills including the provision of training and development activity	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication	✓	

Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.		
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	