

NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Youth Engagement Officer
Grade:	Agenda for Change Band 5
Reports to:	Patient Experience Junior Sister
Responsible for:	Coordination youth volunteering and engagement activities
Key Working Relationships:	Schools, community groups, midwives, nurses, admin staff, PALS, Patient Experience managers, Fundraising and Aspire teams.

JOB PURPOSE

To lead on a 12-24-month project recruiting and supporting people aged 10 – 25 to volunteer in a variety of roles across the Trust.

Develop the youth volunteering programme and promote youth volunteering across the Trust and to the region.

Ensure that the recruitment, selection and placement of volunteers are carried out in accordance with Trust values, policies and procedures.

To develop, report and share good practice in recruiting, supporting and managing young volunteers aged 10 – 25.

PRINCIPLE DUTIES AND RESPONSIBILITIES

This Job Outline highlights the main areas of responsibility for the post and is not exhaustive. It is expected that in line with the development of the Trust, additional responsibilities that are commensurate to the role will be added to this role outline to reflect the changing environment of the Trust as an NHS organisation.

1. To work with the Voluntary Services Managers, key stakeholders and young volunteers to co-design and co-develop and expand upon a young peoples volunteering programme.
2. To recruit, train, support and place young volunteers in accordance with relevant Trust policies and procedures. This will include placements in the Trust's hospital and community settings.
3. To assess and review and implement current processes and policies for young volunteers to ensure that they are accessible and attractive for young people. Readily propose changes to other working practices as required.

4. To plan, further develop and implement the roles of youth engagement programmes, specifically YPAG (youth forum) to improve the voice and influence of young people in the Trust and during transition (frequent periods of concentration required).
5. To plan volunteer and administrative activities for volunteers and junior staff and provide supervision. Assess volunteer needs and resolving problems where there may be different options.
6. To work with staff and local schools, colleges and other organisations to promote volunteering within the Trust to young people aged 10 – 25. Includes persuading staff and organisations of importance of volunteering and negotiates and motivates teams, linking to other relevant initiatives.
7. To support and enhance the Widening Participation Volunteering Framework to ensure young people from different socio economic communities to apply for volunteer roles within the Trust. Communicates sensitive information about performance and change while making routine presentations.
8. To engage, motivate and support volunteers of varying needs and abilities before, during and after their volunteering placements, ensuring their experience is positive and beneficial to patients, trust and the individual and to career and life choices made by volunteers.
9. To build relationships with colleagues on wards and departments, being the first point of contact for staff and volunteers, ensuring any issues can be resolved quickly including auditing safe practices in the use of specialist equipment which volunteers may be required to use.
10. To carry out regular audits on volunteering support provided and needed and to report regularly with recommendations on how to embed recruitment of young volunteers into the day to day running of the volunteer services team.
11. To promote the work of the volunteer services team and opportunities for volunteering at events and conferences across the area where young people may atten, including demonstrating own existing professional expertise in this area
12. To work closely and maintain communication channels with key stakeholders
13. To deal with sensitive and confidential matters in a professional manner and in line with department and Trust data protection and confidentiality guidelines and policies.
14. To maintain a project information system and use a range of IT applications to create reports. Is responsible for data entry of data that is compiled by others utilising paper based or electronic systems.
15. To support volunteers and staff in ward areas where exposure to clinical conditions with patients who are clinically and emotionally challenged and body fluids may exist.
16. To work autonomously, referring to Patient Experience Sister when necessary and to carry out any other duties as directed that are appropriate to the grade as designated by the Patient Experience Sister.

Other Key Factors of Employment:

a. Health and Safety

All Trust employees are required to comply with relevant health and Safety legislation and the Trust's Health and Safety Policies. In accordance with sections, 7 and 8 of the Health and Safety at Work Act 1974 employees must:

- Take reasonable care of their own and others health and safety whilst at work
- Co-operate with their employer to enable the employer to comply with the Act
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

b. Infection Control

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work and must attend Infection Control training commensurate to their role.

c. Confidentiality

Personal information relating to patients and staff is confidential and must be treated as such at all times. It is condition of your employment that you will not use, misuse or disclose any confidential information obtained during the course of your employment (except where such disclosure and/or use is authorised by the Trust). Contravention of this condition will be regarded as a serious disciplinary matter. In the case of computerised information, contravention could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998 and the Caldecott Guardianship of patient information, and may lead to disciplinary action.

d. Conflict of Interest

The Trust is responsible for ensuring that the services provided for patients in its care meet the highest standard. Equally, it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family and friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

e. NHS Managers Code of Conduct

Members of staff who work in roles that provide leadership and management within teams, directorates or the Trust as an organisation will be issued with the NHS Managers Code of Conduct.

NHS Foundation Trust expects its managers and leaders to act consistently with the standards outlined within the code of conduct as well as providing support and encouragement to our colleagues in maintaining the key standards of the NHS Managers Code of Conduct.

f. Safeguarding

All staff have a responsibility to safeguard children and vulnerable adults. All staff must be familiar with, and adhere to, the Trust's safeguarding policies and procedures, in conjunction with the Local Safeguarding Children's Board and Local Safeguarding Adult's Board policies and procedures. It is the responsibility of individual to ensure that they trained at a level commensurate to their role.

PERSON SPECIFICATION

Department: Corporate Nursing	Job Title: Youth Engagement Officer	Fixed Term 12-24 mos.	X	37.5 hours
Location: Trust wide	AFC Band: 5			

		Essential	Desirable	Measured By
Education and Qualifications	<p>Qualification in relevant field, e.g. youth work or community engagement, or equivalent breadth of experience and training acquired through a combination of qualifications, training and on the job experience in a relevant field.</p> <p>Evidence of IT short courses / demonstrable experience in Microsoft Office Packages</p> <p>Volunteer management qualification</p>	✓ ✓	 ✓	Application / Assessment
Experience	<p>Recent experience of working in partnership with Youth Social Action organisations</p> <p>Experience of working with young people aged 16 – 25 years</p> <p>Experience of working in partnership with other organisations</p> <p>Experience of Project Management and Evaluation particularly time limited projects.</p> <p>Experience of co-production and co design</p> <p>Experience of developing and delivering training/workshops</p> <p>Experience of working with young volunteers</p>	✓ ✓ ✓ ✓ ✓	 ✓	Application / Interview
Skills and Knowledge	<p>Excellent oral and written communication skills in particular social media skills</p> <p>Able to deliver presentations suitable for a range of audiences</p> <p>Able to communicate with relevant external stakeholders e.g. charitable organisations and public sector bodies</p> <p>Excellent interpersonal skills</p>	✓ ✓ ✓ ✓		Application / Interview

		Essential	Desirable	Measured By
	<p>Excellent organisational skills</p> <p>Ability to gather, evaluate and disseminate good practice</p> <p>Able to provide information that supports the work of the team</p> <p>Able to demonstrate knowledge and commitment to Equal Opportunities and Diversity</p> <p>Demonstrate an understanding of the importance of confidentiality</p> <p>Experience of impact management, monitoring evaluation and reporting</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	
Values and Behaviours (ABC)	Ambitious - Take responsibility for your own work and don't wait to be told what to do. Motivated and look for ways to improve things. Goal oriented, Focused on execution, Interested in new ways of thinking.	✓		Interview
	Brave - Interested in new ways of thinking. And trying new things. Setting goals and prioritising, creating contingency plans. Demonstrating good judgment through prioritisation and weighing up pros/cons/timing of decisions.	✓		Interview
	Compassionate – Awareness of motivation behind words, decisions and behaviour; Encouraging good communication among colleagues, cultivate collaboration where colleagues purposefully support one another, Modelling care and concern for others through listening and practicing a positive default assumption. Seeing negativity through curiosity rather than judgment.	✓		Interview

Other Factors	<ul style="list-style-type: none"> • Ability to work evenings and weekends if required and travel across the area • Able to work well as part of a team and independently • Able to build good working relationships • Have a professional can-do approach • Able to motivate self and others • Be able to prioritise own workload and use own initiative 	✓		Application / Interview
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Prepared by: x
 Designation: Senior Manager for Patient Experience and PALS
 Date: April 2018