

Job Description

Post Title	Salary; Grade	Contract; Hours
Engagement Worker	Band 6	18.5 hours, Fixed Term
Responsible to	Responsible for	Work Location
Targeted Team Leader	No staff members	BANES

Purpose of the job

Undertake assessment, planning and direct work with young people who would benefit from additional support to achieve positive outcomes, in accordance with the Early Help Strategy. Support young people with a range of issues affecting their lives including bullying, family issues, low level mental health difficulties and poor engagement in education, training and employment.

Introduction

Youth Connect South West (YCSW) was launched as a Public Service Mutual, limited company, and registered charity in the South West of England in November 2019 to provide a range of services primarily for the young people in the Bath and North East Somerset area.

The Targeted Support Programme is commissioned by Bath and North East Somerset Council (B&NES) to work with young people who would benefit from additional help to achieve positive outcomes, in accordance with the B&NES Early Help Strategy. The Programme supports young people with a range of issues affecting their lives including bullying, family issues, low level

Creating opportunities with young people to



mental health difficulties and poor engagement in education, training and employment. The Programme is delivered in a number of ways; sometimes by the sole agency, but often as part of a team around the young person, or by providing a contribution to a statutory plan.

Responsibilities

1. Work with young people to identify their strengths, needs and aspirations and make assessments and plans that will support improved outcomes, taking full account of their family context.
2. Act as lead professional, including chairing Team around the Child meetings, to co-ordinate support for young people to address their needs or play an agreed role in implementing plans drawn up by another organisation, in liaison with the young person's lead professional.
3. Work directly with young people as part of an integrated plan to meet their assessed needs, using approaches that are evidence-based, sensitive to their age and learning style and that actively promote their safety.
4. Support young people to attend and participate in positive activities, including providing practical support to attend events, appointments and targeted group provision.
5. Provide interventions for individuals and groups of young people on issues that significantly affect their lives including anger management, sexual health, friendships and relationships.
6. Actively follow up, assess needs and support for young people aged 16-17 who do not hold an offer of education or training under the 'September Guarantee.' Identify and develop opportunities to support their engagement in education, training and employment.
7. Work with young people to evaluate the effectiveness of work undertaken and identify continuing sources of information and support when their work with YCSW ends.

8. Manage a caseload, planning and prioritising and maintaining accurate records of work undertaken with young people and their education, training and employment status using the IYSS database.
9. Help ensure effective and accessible communication with staff, children, young people and their families, carers, the general public and others as necessary.
10. Contribute to the YCSW Vision, Mission and Values.
11. Support to ensure YCSW is responsive to community needs and that equality issues are identified and addressed effectively.
12. Ensure that young people and vulnerable adults within the organization are safe and follow agreed procedures where it is necessary to make safeguarding arrangements or child protection referrals.
13. Help ensure effective and accessible communication with staff, children, young people and their families, carers, the public and others, as necessary.

PERSON SPECIFICATION

Job Title: Engagement Worker

Date prepared: August 2026

Requirements	Essential	Desirable
Qualifications	English and Maths Level 2 or GCSE C and above AND Level 3 Information, Advice and Guidance qualification OR Level 3 Youth Work qualification as recognised by the JNC Report for Youth and Community Workers OR Educated to Level 3 with relevant experience of supporting Young People Up-to-date safeguarding training	
Experience	Direct work with young people to promote their access into and participation in suitable education, training and employment. Forming confident, professional relationships with young people Working effectively with young people from a diverse range of backgrounds.	

	Enabling the voices of young people to be heard and ensuring they influence service delivery. Assessing young people's needs and preparing plans and formal reports. Effectively responding to safeguarding issues including following child protection policies and procedures.	
Skills and knowledge	Understanding the impact of social and economic disadvantage on young people. Safeguarding legislation and Working Together to Safeguard Children 2017 procedures. Understanding the impact of discrimination and how to address this. Knowledge of health and safety legislation and procedures. Understanding of education and training systems.	
Abilities	Ability to work flexibly to meet the demands of the service. Ability to work to agreed objectives and to plan time and workload according to priorities.	

	Effective communication skills both orally and in writing. Good team working. Active listener who is curious	
Other requirements	Youth Connect South West is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment and duty. All staff are aware of, and trained in, safeguarding procedures and must have a satisfactory DBS certificate. All staff are expected to adhere to Youth Connect South West equalities, diversity and inclusion practise. All staff are expected to show a commitment to their own professional development. Flexible in approach to working pattern. The ability to cope with the duties and responsibilities of the post and the associated environment. It is essential that the post-holder can travel independently within Bath and North East Somerset and throughout the South-West. A clean driving license and own transport is desirable.	Valid driving license. Access to own vehicle.

Youth Connect South West Values

- Keeping young people safe – working in the best interests of young people and putting them at the centre of everything we do.
- Collaboration – working with families, communities, and other stakeholders to make things better for young people.
- Meeting expectations – going “the extra mile” to support young people.
- Inclusion – being there for all of those who need us.
- Determination and creativity – modelling the importance of trying new things, continually learning, and never giving up.