**Job Profile** **Youth Voice and Engagement Co-ordinator**

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| **Reporting to** | **Youth Voice and Engagement Manager** | **Job Level:** |
| **Department** | **Impact and Improvement, People and Programmes Department** | **Level 2 – Service Delivery** |
| **Location** | Horsham or Crawley (with travel across West Sussex) |
| **Contract/ working hours** | Permanent. This is a part-time role (22.5 hours per week) with flexibility around how the hours are spread across the week. Some evening and occasional weekend work may be required. This role could suit someone looking to work around school hours or seeking a mix of weekday and weekend shifts. |

**Where you fit**

**Job purpose**

We are committed to ensuring young people have a voice in shaping the services that support them. As a key member of our youth engagement team, you will lead the delivery of our Youth Voice Action Plan across West Sussex. This hands-on role involves working directly with young people in supported accommodation, therapeutic, and youth advice services, while collaborating with frontline staff to embed effective engagement practices. Your work will ensure that the voices of all young residents and clients are heard, valued, and acted upon.

**About us**

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

* Housing provision and accommodation
* Advice and guidance
* Emotional wellbeing and specialist mental health.

We are part of the YMCA Federation of England & Wales, guided by its vision: transforming communities so all young people can belong, contribute, and thrive. Rooted in the YMCA Christian ethos, we are an inclusive organisation, led by our values: *we do what’s right*, *we work with heart*, and *we build real connection*.

**Responsibilities**

**Youth voice**

1. Deliver engaging activities with frontline staff that support the Youth Voice Action Plan.
2. Build strong relationships across West Sussex services to ensure all young voices are equitably heard.
3. Meet annual targets and KPIs for youth voice and participation.
4. Implement consistent feedback processes (e.g. satisfaction surveys) to meet internal and external regulatory and commissioning standards.
5. Maintain open communication with young people, ensuring they feel heard and informed: “You said, we did.”
6. Co-Production & Engagement
7. Support young people to co-design and evaluate services, including initiatives like the Residents Council.
8. Work with teams to create inclusive, meaningful opportunities for youth participation.
9. Ensure young people are recognised, rewarded, and respected as experts in their own lives.
10. Service Delivery & Practice Development

**Co-production and engagement**

1. Support young people to co-design and evaluate youth co-production and engagement initiatives, including Residents Meetings and our Residents Council.
2. Work with service managers and teams to create inclusive, meaningful opportunities for youth participation.
3. Ensure young people are recognised, rewarded, and treated as experts in their own lives.

**Service delivery and practice development**

1. Help deliver training for staff and volunteers on co-production and engagement, aligned with our commitment to psychologically informed practice.
2. Advise teams on embedding youth voice and leadership frameworks and share their practice across the organisation and identify areas for improvement and training.
3. Contribute to projects supporting housing staff and residents, such as our innovative Passport to Independence digital application.
4. Develop and lead delivery of tools to monitor and evaluate the impact of youth voice.
5. Work with the Safeguarding Practice Manager to ensure all engagement activities follow safeguarding best practice, including timely risk management and recording of concerns on our digital case management system, In-Form (Salesforce). Training provided.

**General**

1. Work to our vision, mission and values
2. Be committed to continuing professional development and utilise Reflective Practice Supervision as part of leading psychologically informed practice.
3. Comply with our policies and guidelines on safeguarding, health & safety, data protection and equity, diversity and inclusion, attend mandatory training, and abide by our Code of Conduct
4. Carry out any other appropriate duties as directed by the manager to support and promote our work in accordance with the post holder’s capabilities
5. Willingness to travel to service sites based in and around Crawley and Horsham, and with some travel across Sussex and Surrey to visit other services. Travel expenses will be covered.

**Person Specification**

**Knowledge and experience**

* Excellent working knowledge of youth voice, engagement, leadership and co-production practice and programmes
* Appreciation of the experiences, needs, aspirations of children and young people with multiple and complex needs
* Experience of working within psychologically informed environments with trauma informed approaches
* Experience of safeguarding young people
* Experience of successful project management, from project planning to monitoring performance against targets and evaluation (desirable, training will be provided)
* Experience of designing practice frameworks to support and enhance service delivery (desirable, training will be provided)

**Skills and abilities**

* Excellent training and facilitation skills, with the ability to engage with young people and build positive relationships
* Ability to work under pressure, multi-tasking and dealing with multiple strands of work.
* Ability to build and maintain professional relationships quickly, inspiring confidence in a wide range of people to order to effectively support and challenge practice
* Excellent written, oral communication and presentation skills
* Ability to remain calm and solution-focused to deal with challenging behaviour, resolve conflict and help others do the same
* Digital skills, including proficiency in using MS Office 365 package and digital web-based systems (training on our systems provided)
* Analytic skills to review data and identify key themes, trends and learning
* Driving licence and access to a car (or willingness to travel by other means across Sussex and Surrey)

**Qualifications and training**

* Professional qualification in social work, youth development, education, housing support (desirable)
* Safeguarding children and young people qualification (desirable, training will be provided)

**Employee declaration**

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name: Date: Signed: