

# YOUTH WORK MANAGER

## Candidate Information Pack



# WELCOME

Thank you for expressing interest in the Youth Work Manager role with CREATE Paisley. We are excited to be recruiting for this new role as we set out to increase our capacity to address and meet young people's needs and aspirations at this time. If you believe in CREATE's values, are a passionate advocate for social justice, community development and giving young people a voice, this could be the role for you. In this pack, you can read about CREATE, our vision and aims and the

work we do with young people throughout Renfrewshire. You can also find out more about the role, the key requirements and how to take the next steps in applying to become CREATE's new Youth Work Manager. We're looking forward to hearing from you.



**ALAN CLARK / EXECUTIVE DIRECTOR**

# CONTENTS

3-8

## **CREATE PAISLEY**

About / Vision + Aims / History  
Programme + Team /  
What young people say

## **THE ROLE**

Overview  
Person specification

9-13

14

## **HOW TO APPLY**

Application process

# CREATE PAISLEY

## **ABOUT**

CREATE Paisley helps support young people in Renfrewshire who face poverty, disadvantage and social isolation. Since 2009, it has provided a unique service to the communities of Renfrewshire by offering young people the opportunity to express their creativity in a safe and inspiring space.

The charity was initially formed as a partnership between local churches and youth leaders who set up a monthly open-mic night to help young people “find their voice”.

Following the success of this initiative it began to offer creative workshops, youth mentoring and a youth forum which allowed young people to have their say and shape where CREATE would go.

With the understanding that poverty, disadvantage and social isolation can affect the wellbeing and limit the future of young people, CREATE Paisley became a charity in 2012 with the vision of helping ‘young people to transform through creativity, community, confidence and finding their voice’.

You can read more about CREATE's aims, history and programmes on the following pages.

# VISION

Young people transformed through creativity, community, confidence and finding their voice

## AIMS

### CREATIVITY



Young people develop creative skills

Young people have access to creative & cultural opportunities

### COMMUNITY



Young people develop friendships & supportive relationships

Young people are more meaningfully engaged in their community

### CONFIDENCE



Young people increase in confidence & wellbeing

Young people are more resilient & optimistic for the future

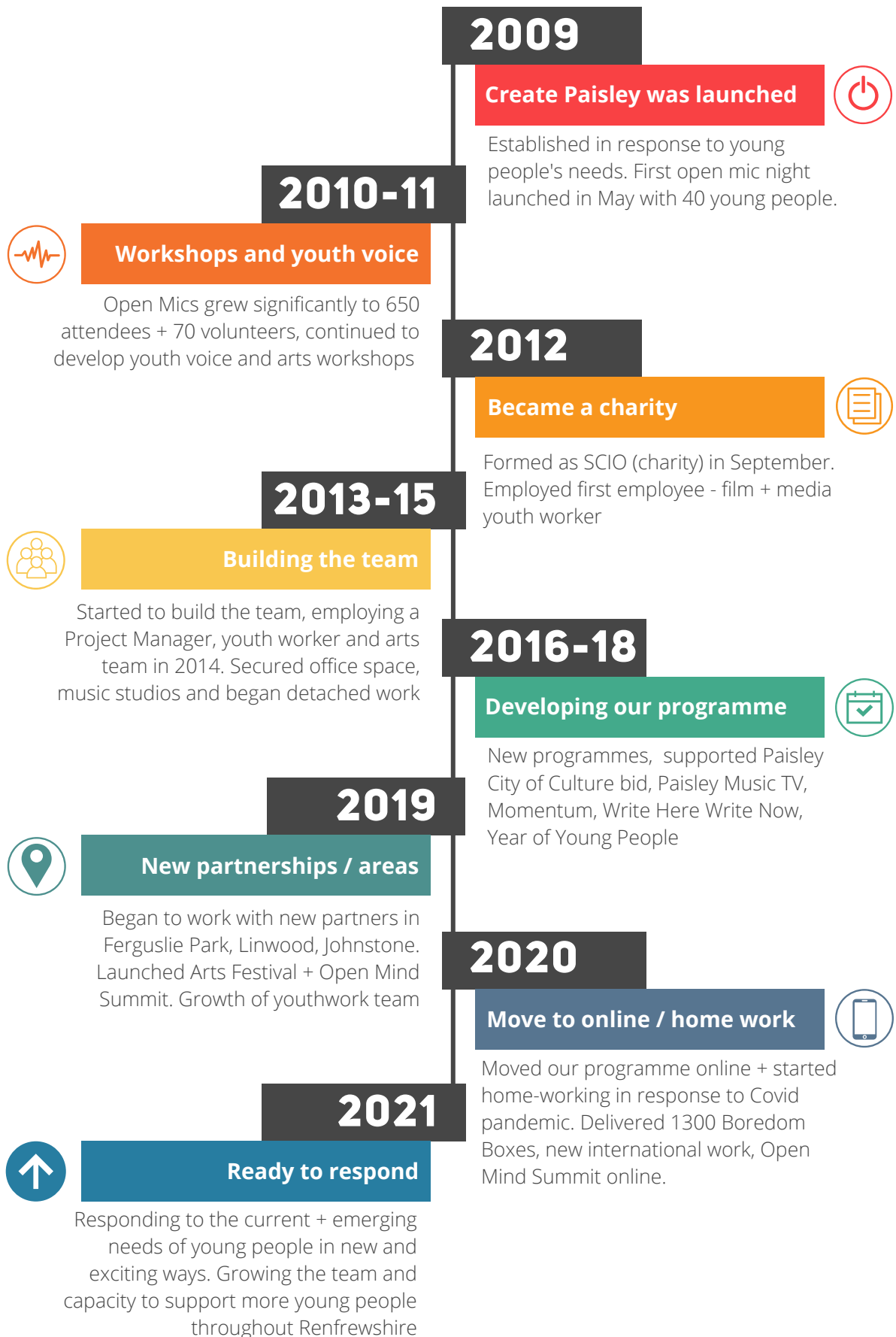
### VOICE



Young people find it easier to express themselves

Young people's voices and heard & acted on

# HISTORY



# PROGRAMMES

We run programmes for young people normally ages 12-21. We work across Renfrewshire but have focussed work in Paisley, Linwood & Johnstone, as well as online programme, in response to Covid19. Our activity streams include:



## DROPS INS

These include the CREATE Cafe, our most popular drop in. A fun, creative place for young people to express themselves, make friends, and try new creative experiences.



## ARTS WORKSHOPS

We run a variety of arts workshops including music, songwriting, production, photography, video, design, graphic novels, creative writing, performance etc. These can either be one off masterclasses or series.



## YOUTH VOICE

One of our key values is voice and young people's voices are at the heart of what we do. Our Youth Voice stream includes everything from youth forums, events teams, co-production projects, health campaigns, arts and activism and youth led podcasts.



## FESTIVALS & EVENTS

At CREATE, we're involved in running a number of festivals and events and taking part in local and national projects. These include Open Mind Fest (arts + wellbeing festival) + Open Mind Summit (arts + wellbeing conference).. As well as the arts + wellbeing programme, we also support young people to take part in cultural festivals to showcase talent. These include Paisley Book Festival, Spree + Sma' Shot Day.

# THE CREATE TEAM

## BOARD

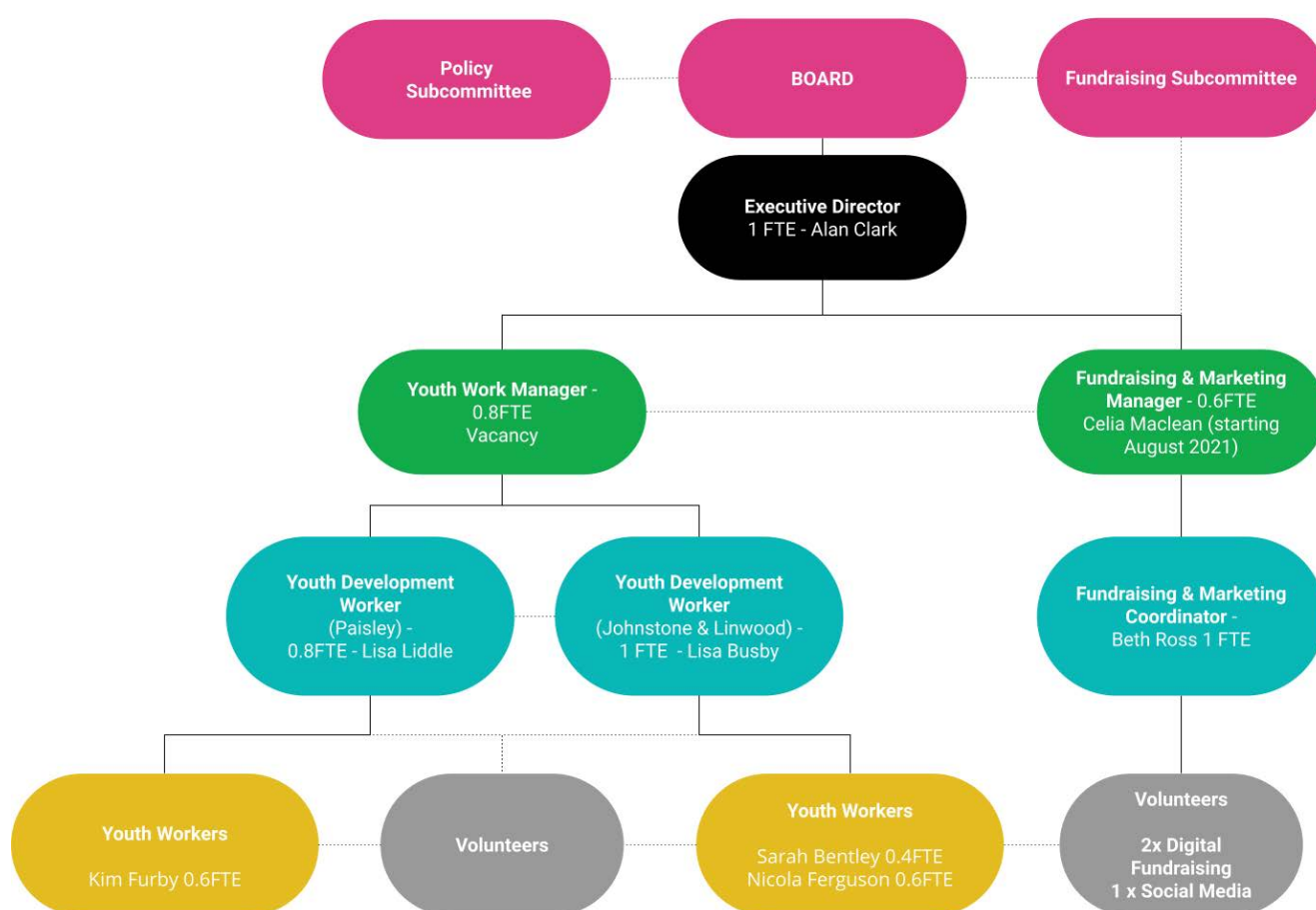
The BOARD is a voluntary group of trustees which aims to include representatives from the local community, Create's volunteers, and young people. The board meets 4-6 times a year with sub-committees arranged to discuss policies, employment and fundraising etc. Board meetings provide Trustees with the opportunity to learn about the progress of projects from the staff team, offer strategic advice and assess things like risk and financial sustainability.

## STAFF TEAM

We have dedicated staff who are committed to helping young people throughout Renfrewshire, including our Youth Work team and Fundraising team. The Executive Director oversees the team and reports to the board.

## VOLUNTEERS

CREATE, at its heart, is a voluntary organisation. From its very inception, it was started by concerned, unpaid locals who wanted to develop a safe space for young people, make a difference in their lives, and see them become a catalyst for creating a better world through creativity and the arts. CREATE places a high value on volunteers and relies on volunteers in so many ways.





# WHAT YOUNG PEOPLE SAY



**CREATE'S DEFINITELY HELPED WITH MY CONFIDENCE, IT'S HELPED ME GET INVOLVED IN THINGS WHICH IS REALLY GOOD.**

**IT HELPED ME GET MORE CONFIDENT TO SPEAK MY MIND. IT IS VERY IMPORTANT FOR YOUNG PEOPLE TO HAVE A VOICE BECAUSE WITHOUT A VOICE NOTHING'S REALLY GOING TO CHANGE IN PEOPLE. IF NOBODY SPEAKS UP ABOUT IT, IT'S JUST GOING TO REMAIN THE SAME.**

**WE'VE GOT THESE DIFFERENT THINGS WE DO AND CREATE HELPS DO IT THROUGH A LOT OF DIFFERENT ARTS THAT EVEN IF YOU DIDN'T THINK YOU'RE GOOD AT THEM, YOU'RE ABLE TO PICK IT UP AND REALLY TRY FOR IT AND MY THING IS MUSIC AND IT'S HELPED ME THROUGH A LOT OF HARD TIMES SO I THINK IT IS IMPORTANT.**



# THE ROLE

CREATE is recruiting a highly motivated, innovative Youth Work professional to the role of Youth Work Manager. The role will work with the Executive Director, Senior Leadership Team (SLT), Youth Development Workers and existing staff and volunteers to grow and develop Youth Work provision throughout Renfrewshire.

The Youth Work Manager will:

1. Lead CREATE's approach to understanding and responding to young people's needs and voices
2. Oversee delivery and development of high quality youth work practice and programmes
3. Lead, manage and develop CREATE's youth work team
4. Manage monitoring and evaluation of all youth work activities

## **1. LEAD CREATE'S APPROACH TO UNDERSTANDING AND RESPONDING TO YOUNG PEOPLE'S NEEDS & VOICES**

- Lead CREATE's co-production / design approach to youth work, involving and empowering young people, team members and partners in identifying the needs and interests of a diverse range of young people
- Ensure there are appropriate forums and opportunities for young people to have a meaningful voice in programme and organisational development in particular ensuring that their ideas and views contribute fully in the planning, delivery and evaluation of sessions, projects and activities
- Develop and maintain strong working relationships with external partners, the public, private and voluntary sector within Renfrewshire and beyond to raise the quality of our offer, create greater integration and ensure better outcomes for young people.
- Work alongside the Youth Development Workers and Fundraising & Marketing Manager to capture ideas and create fundable project plans and applications
- Ensure that the needs of young people who are disaffected and disadvantaged are targeted through effective programme planning and promote cultural cohesion and inclusion

## **2. OVERSEE DELIVERY AND DEVELOPMENT OF HIGH QUALITY YOUTH WORK PRACTICE AND PROGRAMMES**

- Establish and deliver a high quality diverse youth work offer across CREATE which is exciting, safe, challenging and developmental and achieves positive outcomes for young people
- Ensure all work is in line with best practice, keeping informed and updated on relevant youth work policy, research, practice and legal / regulatory guidelines
- Deal with issues arising during sessions and ensure a consistent approach to standards around boundaries and behaviours.

- Ensure that up to date and robust safeguarding policies and procedures are in place and that staff and volunteers adhere to them.
- Ensure the charity has a robust approach to risk management, including person centred risk assessment and risk management processes
- Work alongside colleagues to ensure funded projects are delivered to high quality in line with the organisational and project's outcomes
- Manage and oversee youth work budgets, timelines and resources
- Actively promote CREATE to partners, families and young people including leading on the development and delivery of events and activities and supporting the team to use appropriate marketing particularly through our website and social media
- Regularly attend youth work programmes (on average 2 sessions per week)

### **3. LEAD, MANAGE & DEVELOP CREATE'S YOUTH WORK TEAM**

- Deliver a strong performance management culture
- Lead and develop teams of staff, including full time and part time youth workers and volunteers, and support and coach them to achieve their full potential within their given roles.
- Direct support & supervision of senior youth work staff (currently 2 x Youth Development Workers)
- Oversee the wider Youth Work team which currently include a further 3 x Youth Workers and volunteers.
- Support action / learning cycles of weekly Youth Work Planning Meeting, briefing / debrief and monitoring / evaluation
- Recruit, induct and manage youth work team members including paid staff and students

### **4. MANAGE MONITORING AND EVALUATION OF ALL YOUTH WORK ACTIVITIES**

- Work alongside the youth work team to capture and tell stories of the difference CREATE's work makes
- Manage the development and implementation of monitoring and evaluation systems across all programmes and projects to demonstrate the impact of CREATE, develop organisational learning and identify areas for development to ensure the continuous improvement of our delivery
- Liaise with CREATE board and produce a quarterly report on youth work

### **OTHER**

- Be an active member of CREATE's Senior Leadership Team (SLT) and deliver a focused, measurable contribution to the overall strategic plan
- Deputise for the Executive Director as required
- Engage proactively in training and professional development
- Network at a senior level with key partners, stakeholders and supporters, in order to maintain relations at the highest level to secure significant support.
- Take a creative and enthusiastic approach to making CREATE a leader in its field.
- Assist in general duties as required

# PERSON SPECIFICATION

## QUALIFICATIONS

|   |           |
|---|-----------|
| A degree in Youth & Community Work, other relevant qualification or equivalent significant experience | Essential |
|---|-----------|

## EXPERIENCE

|   |           |
|---|-----------|
| A minimum of 5 years of experience in working with young people   | Essential |
| Experience of managing and delivering youth work in a range of settings and with different specialism   | Essential |
| Experience of planning and leading activities as well as coaching others to do so   | Essential |
| Experience of detached and outreach youth work  | Desirable |
| Experience of mentoring and creating individual growth plans with young people  | Desirable |
| Experience of community / youth development work  | Essential |
| Experience of delivering strong performance management culture  | Essential |
| Proven leadership and management experience including at least 3 years managing staff and volunteers  | Essential |
| Experience of designing, developing and delivering a diverse range of activities and support programmes for young people including those with challenging behaviour and of varied abilities | Essential |
| Experience of working collaboratively with senior managers in a range of organisations including the voluntary sector, schools, parents and carers and other external agencies              | Essential |
| Experience of developing and maintaining strong relationships with external partners  | Essential |
| Experience of implementing quality assurance procedures   | Desirable |
| Experience of developing and implementing effective monitoring and evaluation systems   | Essential |
| Experience of IT systems including Zoom, Google Drive etc.  | Desirable |

## KNOWLEDGE AND UNDERSTANDING

|  |           |
|--|-----------|
| Understanding of the principles of Community Learning and Development  | Essential |
| A sound understanding of the principles and delivery mechanism for engaging young people into community based youth interventions particularly through detached and outreach work. | Essential |
| A sound understanding of the principles and processes of supporting the development of community based youth provision.  | Essential |
| Understanding of issues facing deprived communities, in particular young people from these areas   | Essential |
| In depth knowledge and understanding of Child Protection and Safeguarding practice   | Essential |
| Understanding of CREATE's values (Creativity, Community, Confidence, Voice)  | Essential |
| Knowledge of the wider youth and/or creative arts sectors  | Desirable |
| An understanding of the history and ethos of CREATE Paisley  | Desirable |

# PERSON SPECIFICATION

## SKILLS AND ABILITIES

|   |           |
|---|-----------|
| Project development & management skills   | Essential |
| Effective people management skills and coaching skills.   | Essential |
| Excellent communication, relationship building and interpersonal skills   | Essential |
| Excellent planning and organisational skills with the ability to think innovatively, strategically and the flexibility to adapt to circumstances            | Essential |
| Strong negotiation skills   | Essential |
| Ability to work to be self-motivated, set deadlines, meet project targets and work under pressure.  | Essential |
| Ability to work on own initiative, prioritise and manage conflicting demands and make decisions under pressure.   | Essential |
| Ability to work within a multi-agency framework to promote best outcomes for young people.  | Essential |
| Ability to relate to young people from all backgrounds  | Essential |
| Ability to care about and be sensitive to both individuals' and the community's needs.  | Essential |
| Ability to both lead a team and work as a team member   | Essential |
| Ability to hold confidential information and knowledge of information sharing protocols   | Essential |
| Ability to complete reports to a high standard in line with funding, contract and manager requirements and to maintain up to date recording of information. | Essential |
| Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary                                       | Essential |
| Ability to understand, follow and implement procedure   | Essential |
| Ability to monitor and evaluate success and impact and utilise results to better plan provision   | Essential |
| Ability to monitor spending and manage budgets effectively  | Desirable |

## PERSONAL ATTRIBUTES

|   |           |
|---|-----------|
| Self-motivated, able to use own initiative, confident and persistent                          | Essential |
| Commitment to CREATE's objectives and values  | Essential |
| Positive and enthusiastic   | Essential |
| Punctual and reliable   | Essential |
| Commitment to personal and professional development.  | Essential |
| High aspirations and highest possible standards for young people                              | Essential |
| Full commitment to inclusion and belief that young people of all backgrounds can achieve      | Essential |
| Non-judgemental, open minded attitude   | Essential |
| Flexibility in working, and positive approach to change                                       | Essential |
| Able to work in the evenings and at weekends if required                                      | Essential |
| Employs a creative and imaginative approach to working  | Essential |
| Access to good internet access at home, and a space to work effectively from home if required | Essential |
| Current driving license   | Desirable |

# TERMS & CONDITIONS

## **Staff Development**

There will be an induction programme with CREATE Paisley during the first four weeks in post. Training for further professional development may be provided if appropriate.

## **Criminal Record Disclosure**

The post entails working with vulnerable people. CREATE will request a PVG scheme record and will make a final recruitment decision based on the information contained in the disclosure.

## **Conditions of Service:**

The post holder will be expected to adopt flexible working practices to suit the demands of the post. Evening or weekend work will be required for which time off in lieu will be awarded, in agreement with the line manager.

## **Annual Holidays:**

34 days' paid holiday during each holiday year or the pro rata equivalent if you work part-time. This includes nine bank holidays in Scotland or a day in lieu where we require you to work on a bank holiday.

## **Accountability:**

The post-holder will be accountable to the Executive Director and will receive regular supervision and yearly job appraisals. The frequency of the supervision meetings will be set with the Executive Director, and will take account of length of service, whether any development or change is in process, and individual preference.

## **Equal Opportunities:**

CREATE is an Equal Opportunities organisation and is committed to being an Equal Opportunities Employer.

## **Pension:**

CREATE complies with the employer pension duties in accordance with Part 1 of the Pensions Act 2008 and offers a 6% Employer Pension Contribution.

## **Notice of Termination:**

Your employment is subject to a probationary period of six months during which your contract may be terminated by one week's notice in writing by either side.

## **Travel:**

Some travel within Renfrewshire and beyond is required. If the post holder uses their own vehicle, a valid current driving licence and insurance covering the use of the vehicle for work purposes must be held. On these occasions, the mileage rate agreed by the Board will apply.

## **Privacy**

CREATE is committed to ensuring that your privacy is protected and that data collected will only be used in accordance with our privacy policy. CREATE does not sell or provide information to third party organisations and does not share your information with third party organisations for their benefit.

# HOW TO APPLY

## APPLICATION PROCESS



01

Submit your CV and covering letter outlining your suitability **via BreatheHR** no later than Monday 23rd August 2021



02

We will shortlist applications and get in touch with applicants by Friday 27th August



03

Shortlisted candidates will be invited to interview on Wednesday 1st September via Zoom

## COVERING LETTER GUIDANCE

We want to know more about who you are and why you'd be a great asset to the team. The covering letter is your opportunity to build up a profile of yourself, tell us about your personality, some of your greatest achievements, knowledge and experience and how you're the perfect match for the role. Below are some tips:

- Keep your covering letter under 2 pages long
- Include relevant and valuable information only and try and avoid repetition
- Expand on your career successes
- Please format your final covering letter as a PDF (or Word document).



**2 SMITHHILLS STREET  
PAISLEY, PA11EB**

**0300 365 0321**

**WWW.CREATEPAISLEY.ORG.UK**

CREATE PAISLEY IS A SCOTTISH CHARITABLE INCORPORATED ORGANISATION  
SCOTTISH CHARITY NUMBER: SC043437