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## ***JOB APPLICATION PACK***

Youth Worker (Young Women)  
9-month Maternity Cover  
YW004

July 2024

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NEW  
HORIZON  
YOUTH  
CENTRE

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Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in blue ink, appearing to read 'P. Kerry', with a long horizontal stroke extending to the right and a large loop at the end.

Phil Kerry, Chief Executive

## **OUR STORY**

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report](#).



## ***COMMITMENT TO EQUITY, DIVERSITY & INCLUSION***

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

**We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.**

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.



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***OUR WORK IS GUIDED BY THREE VALUES:***

We champion young people



We collaborate for impact



We are determined to find a way



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**NEW  
HORIZON  
YOUTH  
CENTRE**

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## ***STRATEGIC OBJECTIVES:***

Through 2022 – 2025 New Horizon Youth Centre will focus on:

### **1. Delivering high quality, trauma-informed services for any young person that needs our support**

- Refocusing our services around four key outcomes areas (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- Redefining the welcomes into our services so that we can build trust and ensure young people get the support they want and move on.
- Creating a brand-new health offer and optimising the scale of our housing offer to address these continued areas of significant need.

### **2. Working with and through others to optimise our offer and maximise our impact.**

- Continuing to invest in the London Youth Gateway youth homelessness partnership, scaling its reach and finding more ways to collaborate.
- Revitalising our centre as a hub that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately sharing best practice with partners and statutory agencies so that more professionals are equipped with the skills and knowledge to help.

### **3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.**

- Prioritising services where needs exist without solutions, working with others to innovate and bring these issues to public attention.
- Redoubling our policy work and building our evidence to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to reframe the narrative around youth homelessness, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

### **4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success**

- Making good on our commitment to be anti-racist, embedding diversity across our work and practice.
- Renewing our staff care and investing in our technology and facilities so that the team have the practical and emotional support they need to thrive.
- Setting ambitious goals for our fundraising so that we have the resources and financial security to be ruthless in the pursuit of our mission.



# NH YC

*"New Horizon.  
It might not be your home.  
They might not be your parents.  
They might not be your family.  
But they want you to win in this  
world."*

*Najma, 21*



## NEW HORIZON YOUTH CENTRE



## ***JOB DESCRIPTION – Youth Worker (Young Women) (9-Month Maternity Cover)***

Reporting to: Service Manager (Day Centre) and Head of Services

### **Introduction**

New Horizon Youth Centre runs a busy day centre from Monday to Friday. Open from 10.30am – 4pm every day to young people, we provide basic needs to young people experiencing homelessness, such as breakfast and lunch, clothes, toiletries, showers, laundry facilities and Wi-Fi.

This role is part of the NHYC Youth Work Team. The Youth Work Team plans and delivers a range of Youth Work opportunities for young people experiencing or at risk of homelessness. This includes Jobs, Education and Training, Arts, Sports, Men's and Women's sessions, Youth Participation and Activities.

The Women's Worker role is based at the centre a minimum of 3 days per week, working with young people face-to-face. During the week, you will support all young people and youth work team with the day-to-day running of the service, ensuring that young people can access basic needs as well as directly delivering or supporting youth work activities and lifeskills workshops in our day centre.

The Youth Worker (Women's Worker) role has a specific focus supporting young women in our service experiencing multiple disadvantage. This role will specifically lead on facilitating and delivering our weekly Women's and Non-Binary Space as well as take the lead in managing a complex casework with young women, many of whom are affected by violence, homelessness, mental health and substance misuse.

### **JOB OBJECTIVES**

The key objectives of the post are:

- To contribute to the daily running of the day centre delivering a holistic and trauma informed service to young people aged 16 to 24 who are facing homelessness.
- As part of the Youth Work Team, support the delivery and development of an engaging and multi-faceted lifeskills programme.
- To lead on delivery of services for young women at the centre, including leading and facilitating our weekly Women's and Non-Binary Space and leading our Complex Women's Casework.
- To maintain and develop a network of relationships with external agencies and specialists (especially those from the VAWG sector) to expand and broaden our workshop and activities offer to young people.



## MAIN TASKS AND RESPONSIBILITIES

### Young People's Services

To support young people accessing the day centre services. This will include:

1. Working within the Youth Work Team to ensure young people receive a high-quality service from the point of initial registration to move-on into accommodation and beyond.
2. Planning and delivering a range of 1-1 and group work sessions which respond to the needs of diverse groups of young people, and listening to young people's views, ideas, and feedback.
3. Leading on and developing and delivering specific gender-informed workshops and services for young women who access the centre, including planning and facilitating a regular Women's and Non-Binary Space.
4. Working on a 1-1 basis with a caselist of young women with multiple and complex needs, which will include completing risk assessments, goal setting, safety planning, safeguarding referrals (e.g. MARAC), refuge and specialist accommodation referrals, advocacy, identifying appropriate external referrals (e.g. health referrals, VAWG sector) and signposting.
5. Developing and managing appropriate external partnerships, especially with partners in the VAWG sector, including sourcing programmes, events, referral pathways, and activities in the community which support young women.
6. Providing expert coaching and guidance to young people, monitoring and evaluating their progress, as well as providing key working services.
7. Completing initial registrations, conducting assessments with young people accessing the service to identify young people's skills, needs and personal goals.
8. Providing advocacy, advice and guidance, referring all young people to appropriate opportunities and specialist services.
9. Continued use of feedback and showing a commitment to a service that is sensitive and responsive to young people's needs.
10. Ensuring the programme meets the standards required by external assessors and funders.
11. Ensuring risk management and assessment procedures are followed at all times.
12. Contributing to the daily running of the drop-in centre, including attending daily Handovers, and ensuring that Health and Safety issues are addressed at all times.
13. Attending Reflective Practice, Staff Meetings, Youth Work Team meetings and away days.



14. Taking a proactive approach to dealing with complex cases.
15. Participating in the training and supervision of volunteers, students and locum workers and actively promoting a learning and development environment.

#### Sharing best practice

To proactively share best practice with internal and external stakeholders to maximise the impact of the work of NHYC. This will include:

1. Seeking out and responding to opportunities with specialists and agencies who might offer resources, funding, or individual services relevant to the needs of young people e.g., health services, other youth work settings, VAWG sector, Local Authorities, Social Services, the Jobcentre, and other voluntary sector agencies.
2. Contributing to research and innovation projects that ensure NHYC remains a leading organisation within the sector.
3. Promoting and representing NHYC at relevant forums, meetings, and events.

#### Information Management

To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation. This will include:

1. Recording all contacts with young people appropriately and maintaining all relevant files and recording systems up to date.
2. Producing written reports in a variety of formats to meet the requirements of New Horizon, external service providers and funders.
3. Inputting and extracting information from monitoring systems, and other accounting and database systems. Utilising word processing software for the production of reports.
4. Being self-servicing in day-to-day administration and following team and NHYC's administrative procedures.

#### Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

1. Continuously reviewing own working practices in line with young people feedback and current best practice.
2. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning/development needs and opportunities.



3. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection, and practice.

#### Other

To contribute positively and constructively to the development of the team, the service, and the Centre. This will include:

1. Covering for other members of the team as necessary.
2. Following NHYC's policies, procedures, and performance expectations.
3. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Services Manager, Head of Services, Director of Operations or CEO.

## ***PERSON SPECIFICATION***

### Essential Skills, Knowledge, and Experience

Here are the essential skills and experiences which we're looking for:

1. Experience working with young people in similar settings such as day centres, youth centres, accommodation, or other sites of youth work.
2. Experience planning and facilitating engaging sessions with young people on both a 1-1 and group/workshop basis, which support young people to develop confidence, self-awareness, experience new opportunities and have fun.
3. Demonstrable experience supporting vulnerable women from diverse backgrounds and delivering services, referrals and support tailored to their needs.
4. Experience of managing a caselist of vulnerable people including maintaining and updating records, completing risk assessments, creating action plans and making relevant referrals to services.
5. A good working knowledge and understanding of the Violence Against Women and Girls (VAWG) sector, gender-based services, and pathways/referrals which support women.
6. An understanding of the kinds of behaviour young people, and especially young women, might demonstrate. Ability to understand this behaviour in a trauma-informed way and developing strategies for managing behaviour.
7. Experience creating and maintaining external partnerships to achieve organisational aims and objectives.



8. The ability to multitask in a pressured environment.
9. A working knowledge of and commitment to Equity, Diversity and Inclusion.
10. Experience and knowledge around safeguarding policy and procedures for children and vulnerable adults.
11. Experience of using IT systems (including knowledge of databases) to support the achievement of personal and collective work goals.

### Desirable Skills, Knowledge, and Experience

We'd love to hear from you if you also have these desirable skills and experiences, but don't worry if you don't. These are the extras we'd really like!

12. An understanding of the issues, barriers, and challenges which young people and/or young women experiencing homelessness might be facing, especially at the point of accessing help and support.
13. Up-to date working knowledge of Local and National Government policies relating to employment, education, benefits, housing, healthcare, sexual health, and young people.
14. Knowledge or experience working to performance indicators, including monitoring and reporting on service outputs/outcomes, tracking, analysing performance information, and identifying corrective action.

### Additional Job Requirements

15. Willingness and ability to work outside of normal office hours on occasion (within New Horizon's flexible working hour's arrangements) and over the Christmas period.
16. Willingness to work flexibly in response to changing organisational requirements.
17. Willingness to work from different sites including our day centre in Camden.

## ***ADDITIONAL INFORMATION***

### **Contract**

The contract is a fixed-term 9-month maternity cover contract. It is subject to successful completion of a 6-month probationary period.

### **Location**

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

### **Hours of work**

The role is full-time, working 35 hours per week, Monday-Friday. Some work over the Christmas period will be required.

### **Pay**

The starting salary for the role is £31,200 pro-rata.

The salary scale is: AP26 (£31,200) to AP30 (£34,736).

New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

### **Other Benefits**

- 30 days annual leave per year (pro rata).
- Employer contribution of up to 6% to a group personal pension scheme.
- Cycle to Work scheme.
- Free eye tests.
- Staff loan policy.
- Employee Assistance Programme.



## ***TIMESCALES AND HOW TO APPLY***

The timescales for recruitment are as follows:

Closing date for applications:	9am, Monday 9 <sup>th</sup> Sept 2024
Shortlisted candidates will be informed:	By Thursday 12 <sup>th</sup> Sept 2024
Interviews:	Thursday 19 <sup>th</sup> Sept 2024

If you wish to apply for this position, you will need to supply:

1. A detailed CV setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. A cover letter (supporting statement) (up to 2 sides of A4) highlighting your suitability for the role and how you meet the ESSENTIAL criteria listed on the Person Specification, and any additional relevant desirable points you wish to share.

Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.

3. Completed diversity and adjustment questions – Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

To apply, please visit <https://jobs.nhyouthcentre.org.uk>

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at the email address listed above or call 0207 388 5560.



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home since 1967*

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@nhyouthcentre***

***Charity number: 276943  
Company number: 01393561***

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