



Children and Young People's Officer

Accountable to:	National Volunteer Manager
Location:	Cardiff (with some flexible home working). Regular travel throughout Wales when required.
Hours:	35 hours per week (full time)
Salary:	£23,842 per annum

Role Overview:

- As a Children and Young People's Officer (CYP Officer) at St John Ambulance Cymru, you will be at the forefront of our youth programme delivery, working together with our volunteers across Wales to ensure children and young people (ages 5 – 25) receive high quality, engaging and relevant experiences through our Badgers and Cadet programmes and beyond.
- The successful applicant will work within our Volunteer Experience Team, alongside our National CYP Lead, developing our programmes, policies and procedures to best serve the children and young people at the organisation, helping us create a 'Community of Lifesavers' throughout Wales.
- Key aspects of this role include: upholding a high level of Safeguarding for all Members of St John Ambulance, providing clear and timely communications to key stakeholders across the organisation and supporting volunteers with programme delivery.

Duties and Responsibilities:

- To support the development and delivery of our Badger and Cadet programmes for youth volunteers across Wales.
- To support the development and delivery of our 16-25 programmes for youth volunteers across Wales.
- To co-ordinate and work alongside St John Ambulance Cymru volunteers collaboratively to contribute to development and delivery of our youth programmes across Wales.
- To liaise with internal stakeholders across St John Ambulance Cymru for the benefit of our youth programmes.
- To build partnerships with external partners such as local authorities, third sector organisations, private sector organisations and statutory services, for the benefit of our youth programmes.
- To ensure that high levels of Safeguarding are upheld across our youth programmes, including maintaining accurate records, setting high standards and providing support to volunteers with

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procedures related to Safeguarding.

- To support the production of Standard Operating Procedures associated with St John Ambulance Cymru's youth programmes.
- To be the project lead for our 'Llais' programme – working directly with children and young people to give them a voice in the wider St John Ambulance community both in Wales and internationally.
- To support the National CYP Lead in achieving Bronze and Silver Quality Marks for Youth Work for our youth programmes across Wales.
- To act as a point of contact for enquiries and complaints received via our CYP inbox.
- To collate and present data associated with St John Ambulance youth programmes as required.
- To attend youth divisions to carry out 'Unit Health Checks', providing clear and targeted feedback to support volunteers in delivering a high-quality experience for our youth members.
- To support the National CYP Lead in the management and continual professional development of Leaders and County Youth Managers across Wales, ensuring compliance and escalating issues.
- To support the recruitment and retention of children and young people at St John Ambulance Cymru, in collaboration with the Volunteer Recruitment and Retention Officer.
- To attend events and meetings as a representative of St John Ambulance Cymru as required.
- To deputise for the National CYP Lead as required.
- To maintain own continual professional development, including staying up to date with changes in Youth Work best practice.
- Embody and exemplify the charity's values at all times and hold others to account for the same.
- Demonstrate a commitment to inclusion and welcoming diversity, championing equality of treatment and opportunity.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance Cymru. It is expected that the post holder will be as positive and flexible as possible in this regard.

Due to the nature of this job, it will be necessary for the appropriate level of Disclosure and Debarring Service check to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences. This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Person Specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Requirements	Essential	Desirable	Assessment Method
Qualifications and Experience			
Current Enhanced DBS Certificate	✓		If you don't currently have an enhanced DBS we will arrange this for you free of charge
Level 3 Youth Work Qualification (or willing to work towards)	✓		Application form
Educated to degree level		✓	Application form
Hold a current full UK driving licence		✓	Application form
Ability to speak Welsh		✓	Application form
Skills, Knowledge and Abilities			
Experience working or volunteering with children and/or young people	✓		Application form/Interview
Ability to build relationships with internal and external stakeholders for the benefit of project outcomes	✓		Application form/Interview
Ability to resolve conflicts between and manage the expectations of stakeholders in a professional manner	✓		Application form/Interview
Experience prioritising and managing own workload	✓		Application form/Interview
Good written and oral communication skills	✓		Application form/Interview
Good IT skills (Inc. Microsoft Office)	✓		Application form/Interview
Knowledge of regulatory requirements and Safeguarding in relation to children and young people's services		✓	Application form/Interview
Experience working with volunteers		✓	Application form/Interview
Experience in partnership working with voluntary and private sector organisations, local authorities and statutory services		✓	Application form/Interview
Personal Attributes			
Passionate about making a difference to the lives of young people	✓		Application and Interview
Passionate about training the next generation of Lifesavers in Wales	✓		Application and Interview
Ability to work outside normal working hours when necessary	✓		Interview
Absolute commitment to role modelling our St John Ambulance Cymru values and helping others do the same	✓		Interview