

# Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

<b>Job title</b>	Young People & Families Worker – London and South East	<b>Location</b>	London office hybrid Regular travel around London as well as occasional travel around England and UK
<b>Contract type</b>	Full-time, 35 hours per week	<b>Contract length</b>	Permanent
<b>Date</b>	March 2022		

## Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors, and accountants all doing everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly until arthritis is seen as a priority and support each other whenever we need it. Together, we're making real progress. But there's still a long way to go, and we won't stop until no-one has to tolerate living with the pain, fatigue, and isolation of arthritis.

We have big ambitions, and all of our activities must work together to deliver these. In this way we will build recognition of the impact of arthritis. We will catalyse and galvanise communities across the UK who push back against arthritis. We will discover, innovate, and enable new solutions, directly provide these and influence others to make big change happen. We will reach and support every child and young person living with arthritis and we will lead the generation and application of research knowledge relevant to arthritis. Critical to success is growing our income and creating a sustainable organisation, equipped and able to deliver the support and solutions that people will look for.

The Services and Influencing Directorate leads on our Demand and Deliver strategies so that we can support and represent people with arthritis so that they get the change they need in order to live a life of quality, despite having the long-term condition of arthritis. This directorate is made up of leaders both nationally and locally to build relationships, leverage, political change and personal change across the lives of people with arthritis.

Our Young People and Families Service offers a high-quality offer for anyone aged 0-26 years old living with arthritis and related conditions. Our team of staff, volunteers and partners provide holistic emotional and social support in community and online settings, as well as working alongside some of the country's leading paediatric, adolescent and adult rheumatology clinics.

Guided by the individual needs of each young person we meet, using approaches co-designed with young people; we empower them to take control of their unpredictable condition, feel better connected, and live happy and healthy lives now and in the future.

But there are young people who don't have access to the support they need. Over the coming years we will reach more young people and families, working with key stakeholders to provide quality support as well as exploring new ways to provide support and reduce inequalities.

### Main purpose of the role

The Young People & Families Worker will work with colleagues, partners, healthcare professionals, schools, volunteers, families and - most importantly - young people to co-plan, deliver and evaluate a high quality, holistic support offer locally and nationally. Using a community development/youth work approach, they will put children and young people at the centre of decisions about their journey and our service offer.

Using youth accessible approaches, they will help young people build their confidence, make friends and achieve their personal goals. This will be achieved by providing one-to-one support, creating peer networks and working with volunteers to co-deliver self-management activities on a variety of topics from sleep management to self-advocacy. The post-holder will also co-design an exciting programme of social events, youth voice opportunities, digital content and residential events.

The Young People & Families Worker will act as the bridge between young people, their families, and professionals – especially in healthcare settings, where they will play a unique role working collaboratively with multidisciplinary teams to meet a range of needs in a relatable and youth-friendly style as young people learn to live well with their condition. They will support young people during the pivotal transition from paediatric to adult services and life, ensuring it is a time of empowerment and growth.

### Management and key relationships

#### Roles managed

Volunteer management

#### Reports to

Young People & Families Manager

#### Key relationships

- People & Organisational Development
- UK Delivery team
- Other Young People & Families Workers
- Branch & Group network
- Professional Engagement Nation Lead
- Volunteering and Community Sector in area
- Healthcare professionals
- Innovation & Support team

## Main Responsibilities and Duties

### 1 It's about listening, empathy and empowerment

- Use a youth work/community development approach to provide emotional and social support – with the aim of helping young people to take control of their condition, feel better connected and live happier and healthier lives now and in their future adult life.
- Maintain excellent working relationships with healthcare professionals across Paediatric and Adult Rheumatology Multidisciplinary Teams (MDT) in London and South East. Deliver the unique, holistic support needed for young people to manage their condition through attending clinic, managing referrals and co-delivering events.
- Be a champion for children and empower young people living with arthritis to self-advocate, be better understood by society and listened to.
- Make sure Equality, Diversity and Inclusion is incorporated into all aspects of our service offer, reaching young people and families currently not in touch with the charity.

### 2 It's about collaboration

- Work with children, young people, families, volunteers and key stakeholders to design, deliver and evaluate a holistic programme of engaging face to face and virtual support, including residential weekends, self-management workshops, digital content and one-to-one support.
- Work with colleagues across Versus Arthritis, as well as partners, to share learning and constantly develop our offer to meet the diverse needs of children and young people.
- Support a team of volunteers to offer peer support and co-deliver activities – ensuring a quality volunteer experience.
- Build strong signposting partnerships and referral routes with local and national partners.
- Support colleagues in fundraising to put together funding applications.

### 3 It's about working safely and with quality

- Monitor, evaluate and report on impact and service delivery in line with funder and Versus Arthritis expectations.

- Adhere to Versus Arthritis (and partner where appropriate) policies and procedures, including safeguarding, data management, health and safety, volunteer management.
- Manage a team of volunteers to provide peer support and co-facilitate activities.

#### 4 It's about keeping our knowledge relevant

- Attending training and development events to help support the charity and post-holder's own development.
- Undertake other relevant duties as appropriate, in line with the priorities and needs of the Young People & Families team and ensure adequate cover is provided.

### Criminal Record Check

**Requirement** This role DOES require an Enhanced Criminal Record check.

### Person specification

Knowledge, skills and experience: key requirements

Requirement	Evaluation Stage
1 Experience of working within the third and/or public sector, preferably within the fields of youth/community development work and/or health and social care - with a passion for improving the lives of young people.	Application
2 Understanding the importance of self-management and experience of delivering interventions to people living with long-term conditions. Experience of taking a person-centred approach when providing support.	Application/ Interview
3 Experience of using a community development/youth work approach to co-design and deliver a quality service/project that is inclusive, inspiring and makes a difference. Engaging colleagues, funders, supporters and partners to make it happen.	Application/ Interview
4 Knowledge and experience of embedding safeguarding and safe working policies and procedures.	Application/ Interview
5 Experience of basic project skills, including supporting evaluation work, writing reports, developing project proposals and managing activity budgets.	Application/ Interview

6	Excellent communication and interpersonal skills, and evidence of excellent relationship management with a wide range of stakeholders.	Application/ Interview
7	Good IT skills; thorough working knowledge of MS Office Suite especially Outlook, Word, Excel and PowerPoint and digital working skills including experience of using databases.	Application
8	Sound organisational and time-management skills and the ability to prioritise workload effectively.	Application/ Interview
9	Understanding of the importance of diversity, inclusion and accessibility.	Application/ Interview
10	Willingness to travel across the UK as required to attend meetings and events, with a willingness to attend regular evening and occasional weekend events.	Application

## Desirable requirements

Requirement	Evaluation Stage
1 Knowledge and understanding of arthritis and other musculoskeletal (MSK) conditions.	Application
2 Understanding of the 'Social model of disability.'	Application
3 Experience of using /delivering over virtual communication platforms; Microsoft Teams, Zoom etc.	Application

## Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. It's primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.

**VERSUS**  
**ARTHRITIS**