



Youth Services Coordinator Job Description

Reporting to: Service Manager.

Location: The Key Centre or other community venue, with some home working.

Purpose of the role

The purpose of the role is to coordinate and deliver our youth services, which aims to support young people to fulfil their potential and improve their mental health and wellbeing.

Main responsibilities:

- Planning and developing our youth services – the Key Club and Tea and Toasties.
- Coordinating the delivery of our youth services including attending all Key Club sessions in a supervisory role.
- Supervising and line managing our youth workers and volunteer team.
- Organising cover if youth workers or volunteers become unavailable.
- Maintaining existing venue contacts and negotiating changes or improvements.
- Ensuring that sessions are run appropriately, offering a positive environment with opportunities to develop, encouraging participation, and ensuring safety.
- To identify the needs and interests of young people and design appropriate programmes to meet those needs.
- Design, deliver and evaluate a range of informal learning opportunities and fun activities.
- Include young people in the planning of sessions.
- Ensure young people are aware of the positive activities, opportunities and support available to them within the wider community.
- Sourcing and booking visits from other organisations to run ad hoc activities and give additional or specialist support.
- Collecting and maintaining all personal data on attendees and keeping it confidential and secure.
- Collecting data as required for monitoring and evaluation purposes, together with the Service Manager.
- Managing referrals from other organisations.
- Liaising with families as necessary about the young people who attend.
- Assisting in preparation of publicity materials for sessions.
- Identifying and pursuing opportunities to expand and develop the youth services, including during school holidays, together with the Service Manager.

Other:

- Maintain good working relationships with the Service Manager and other Purple Elephant staff.
- Undertake training and mentoring when necessary and participate in regular supervision and appraisals.
- Ensure that all Purple Elephant stakeholders are respected and valued.

- Uphold the commitment of the organisation to equality and diversity.
- Adhere to all organisational policies.
- Undertake any other duties commensurate with the post.
- This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Person Specification:

Understanding of and alignment with Purple Elephant’s core values is essential.

	Essential	Desirable
Skills and abilities	<p>To be empathetic and build trusting relationships with young people.</p> <p>Excellent communication skills & active listening skills.</p> <p>The ability to manage stressful situations.</p> <p>Show an understanding of and be able to support children who may experience challenging behaviour and/or emotional difficulties.</p> <p>Effective organisational and time management skills.</p> <p>Numeracy and Literacy skills.</p> <p>Knowledge of Health and Safety within a child-based setting.</p> <p>Ability to work without close supervision, using own initiative.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>Ability to work flexibly as part of a team.</p> <p>Ability to plan ahead and prioritise own workload.</p> <p>Ability to maintain confidentiality relating to sensitive or personal matters.</p> <p>Problem solving aptitude.</p> <p>Attention to detail.</p>	<p>Working in partnership with parent/carers.</p> <p>Risk management experience.</p> <p>Safeguarding trained.</p> <p>Equality and Diversity trained.</p>
Qualifications	<p>Youth Work NVQ level 2 or equivalent qualification in a relevant professional discipline or relevant youth work experience.</p> <p>First Aid Qualification.</p> <p>Safeguarding trained.</p>	
Knowledge	<p>Understanding of Purple Elephant policies and procedures.</p> <p>Understanding of the challenges facing young people and sensitivities relating to their engagement with the youth club.</p>	<p>Understanding of social inequalities and their impact on young people.</p> <p>Knowledge of Frome and areas of disadvantage there.</p> <p>Knowledge of appropriate support agencies and networks for young people aged 8 - 13</p>

		years within the community. Knowledge of EAL and the vulnerabilities people can face as a result.
Experience	Experience of coordinating services in a youth work and/or community setting. Experience in face-to-face work with young people in paid or voluntary capacity aged 8 - 16. Experience of line managing staff and volunteers and managing a youth work service. Experience of working with young people in a supportive and inclusive manner.	
Personal attributes	Committed to facilitating social inclusion and reducing inequalities. Flexible worker, team player, honest, trustworthy, friendly, empathetic, nurturing, non-judgemental.	

Responsibility /Author	Service Manager
People intended for	Employees
Review frequency	Annually
Date last amended	January 2026
Review date	January 2027