

FEELZ ON WHEELZ

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FEELZ ON WHEELZ RECRUITMENT PACK



Welcome

Thank you for your interest in this role. For more than twenty years, Area 43 has provided drop-in and counselling support to many vulnerable young people in our community. We are proud of what we have achieved, but in recent years the world has changed. Even before the pandemic, young people experienced increased mental health issues, suicide, isolation, and a support system that didn't meet their needs. Area 43 was set up in 1996 to tackle these issues and over the years, we have succeeded in helping many local young people to successfully navigate the challenges they face.

One in eight young people suffers from a mental health issue. 30% live in poverty, more than a third have self-harmed. Young people are experiencing a lack of employment opportunities, issues related to body image and materialism, pressures from social media and negative stereotyping, and the age-old problems of poverty, domestic abuse and other family issues, substance misuse, and crime. Add to that a year out of school, isolated from friends, family and support systems, and the crisis is at breaking point. And we must do something about it.

We need to tackle head-on the issues around isolation, self-esteem, and resilience to tackle the mental health issues affecting young people. We need to do this *with* young people, rather than creating services and fitting young people into them. We need to be flexible, needs-led, trauma-informed, and trustworthy. Young people need to know that they can come to us, not just when in crisis, but before then, that they will be heard, listened to, and supported to make changes.

Services need to have appeal to all young people, be open, inclusive, and engaging. Non-threatening, fun, and worthwhile experiences are crucial to ensuring young people can and will access services. So, should they ever be in crisis, they know where to turn for support.

We welcome people regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation, socioeconomic background, and whether you're pregnant or on family leave. In line with our commitments to race equity and trans inclusion, we particularly welcome applications from people who hold these identities.

We are committed to changing services, making them relevant for today's youth, and that led to the Dyfodol Ni Partnership, working on The National Lottery Community Fund's Mind Our Future project. Dyfodol Ni is a youth-led project, and all decisions are made by our managing board of young people, S³. In the Development Period of the project, S³ instructed the Dyfodol Ni Engagement Team to consult with young people about what services they would like to support their mental health. The result of these consultations are Feelz on Wheelz, and S³ as a lobbying body for the rights of young people in the county.

Feelz on Wheelz is a new and innovative project to support the mental health and wellbeing of the diverse population of young people in Ceredigion. It is a mobile youth café and support service, which will provide a peripatetic safe space for young people throughout Ceredigion. It will travel around the county, supporting young people in more remote areas, who may not have been able to access support services before.

If this aligns with your perspective, I do hope that you will apply for this position.

Sincerely,

Rachael Eagles - CEO, Area 43

Who we are: Area 43

Area 43 is an inspirational charity, based in Cardigan, West Wales, which provides information, support and training to young people aged 14-25 and counselling services to those aged 5-30. Founded as a community needs-led project in 1996 we have been at the centre of the Third Sector in West Wales for more than 20 years. In 2019 Area 43 became a Charitable Incorporated Organisation under the Charities Act 2006 and is governed by a Board of Trustees.

We provide a safe, fun, informative and inspiring environment for young people to access support; empowering young people to express themselves by engaging with the issues that affect them directly. We do this through educative, participative practice, enabling them to develop knowledge, understanding and positive attitudes towards their communities by being inclusive and non-judgemental in our approach.

There is a strong focus on prevention through the promotion of physical and mental health and wellbeing, reinforcing positive patterns of behaviour through counselling, mindfulness and, where appropriate peer support.

Dyfodol Ni is a lottery-funded project to improve services that support young people's mental health in Ceredigion. It is a 6-year project, that has just finished its Development Phase, where extensive research was conducted to find out what young people in Ceredigion wanted from a new and innovative service to support their mental health and wellbeing.

Dyfodol Ni is youth-led, and all decisions related to the project are made by S³ (Safe Spaces to Speak), the youth board. Through consultations with 1200 young people during the Development Period, it became apparent that the main issues affecting young people in Ceredigion were access to safe spaces, access to services, and transport. S³ developed Feelz on Wheelz, a mobile youth café, safe space, and support service, as a way to ameliorate these issues. The project will now deliver this service, and develop S³ into a representative body for young people in Ceredigion, over the next five years of the Delivery Period.

Our Values

We want to use the power of:

Social Cohesion. To offer shared experiences and a place to meet those of different backgrounds, promoting mutual understanding and building friendships.

Resilient communities. We want to help young people develop the values, self-belief, and belief in others to become confident, active citizens. We want to offer a place to belong, skills to succeed and become optimistic about the future

Civic participation. We want to give young people opportunities to improve their lives and the lives of those around them, taking decisive social action in their local, national, and international communities.

Improved social mobility. We help develop life skills, the character, practical and employability skills that young people will carry with them into adulthood, helping them succeed.

To build:

Individual Life Skills

Connections between people

Enhanced Support Networks

Increased life chances

This means happier, healthier young people achieving their potential becoming better friends, family and neighbours and better employees, colleagues, and citizens.



Who we are: S³



We are Safe Space to Speak / Safle Saff i Siarad, S³. We are the governing board for Dyfodol Ni, and will be the primary decision makers regarding Feelz on Wheelz. We are a diverse group of young people from across the whole of Ceredigion, and we are the representative body for young people throughout the county. Our main campaign aim is to establish a network of safe spaces for young people, to safeguard wellbeing and improve mental health.

These are our values:

- From the outset, we are youth-led, and will inspire and empower young people.
- We are an inclusive community that respects individuality.
- Integrity is our watchword: we are transparent, ethical, and honest in our actions.
- We act with kindness and respect, creating a safe space for our members, and engendering trust in our organisation by practising empathy and patience.
- We collaborate and engage in co-production with young people.
- We innovate courageously for young people.
- We exist to bolster resilience in our community of young people, and to be resilient on their behalf, advocating for their rights.
- We encourage creativity and thinking, and we aim to inspire and empower young people.
- We are authentically ourselves in our actions.
- We make good trouble, speaking truth to power.

Our aims

Here are our campaign aims:

1. We will address issues with all existing services for young people in Ceredigion, and will consult with them on ways to improve.
2. We will empower and amplify youth voice. We are youth-led, and we will ensure that young people's voices and opinions are heard and taken seriously.
3. We will demand high quality services, using the following methods:
 - We will establish a rating system for services, so that young people can be aware of the quality of services available.
 - We will use this rating system to hold existing services accountable for their current ways of working.
 - We will encourage existing services to evolve with changing circumstances.
 - We will establish clear lines of communication with existing services, adopting a collaborative approach to making improvements, and always asking, "How can we help?".
 - More funding for services – advocate, explain why it's important, bid for funding.
4. We will lobby for systemic change, based on consultation with young people and their views on the issues we should campaign for. In 2023, these are as follows:
 - Static safe spaces: Young people want safe spaces in their towns and villages, and we will campaign tirelessly to ensure access to safe spaces in as many areas as possible within Ceredigion. Safe spaces are defined below.
 - Access to services: We will use our work in point 3 of our manifesto to ensure good quality services for young people, and aim to improve signposting and therefore access to these services.
 - Transport: Transport within Ceredigion is not good enough. Young people consider it to be infrequent, unreliable, or totally unavailable. This affects access to all of the above.
5. We will protect good, existing services, by giving our support to funding bids, consulting on new or improving projects, and promoting their services to young people.
6. We will ensure the longevity of the S³ lobby by engaging in effective recruitment practices, and awareness campaigns.
7. We will advocate for the value of youth-led services, which are often overlooked.
 - We are a representative body for young people's views.
 - We will influence future strategy and policy regarding young people's welfare and wellbeing.
8. We will speak truth to power.

- We will be resilient and unapologetic in our demand for better services for young people.
 - We will be adamant that people in positions of power should keep the views of young people at the forefront of any developments aimed at this demographic.
 - We will demand that those in power “step up or step back” – help us to make systemic changes for the good of young people, or ‘step back’.
9. We will campaign for systemic change for the benefit of young people.
10. We will create safe spaces for young people.
- We will champion services who aim to create effective safe spaces, and call out those who claim to, but who do not in practice.

Safe Spaces

Our definition of a safe space, and how we would like Feelz on Wheelz to operate, is that a safe space should be:

- Free at the point of access.
- A space for young people, by young people, set within a framework of trusted professionals.
- A space that communicates with young people and signposts to available services.
- A space that advocates for the rights and wellbeing of young people.
- A space where a young person can be vulnerable without being judged.
- A space where there is no stigma.
- A fully inclusive space.
- A space where you can be unapologetically yourself.
- A space where there are warm drinks and food, which is comforting.
- A space that encourages individuality.
- A space that can offer equity, stability, consistency, and reliability.
- A space that encourages a sense of community, and helps to build support networks.
- A space that gives the service and service users an opportunity for early intervention in, and prevention of, mental health crises.

Job Description

Senior Support Worker

Job title:	Senior Support Worker
Contract:	Full Time (37 Hrs)
Salary:	£26,780 per annum pro rata
Location:	Based in West Wales, working throughout Ceredigion.
Benefits:	Pension contributions: 3% employer; 3% employee 20 days p.a. and statutory bank holidays pro rata

Overall purpose of the role:

Dyfodol Ni is looking for support staff for its mobile youth café and support service, Feelz on Wheelz. The service will provide a safe space for young people across the county in a fun informal manner. We are seeking applicants for a Senior Youth Support Worker, to be based on the mobile service, to provide information and support to young people and deliver activities. The role will include a shift-based pattern covering between 11-7 Tuesday to Saturday.

Reporting to the Project Manager, this Senior Youth Support Worker role forms part of the Drop-in team and involves welcoming young people to the mobile service /youth café, ensuring everything is running smoothly and supporting young people to engage with local support services.

The role will also include working with the Project Manager to manage three other part-time Support Workers, driving the mobile service van, and managing the outdoor café element of the service. The Support Workers will also engage in consultation with young people using the service to ensure ongoing monitoring of the project.

The role will be supported by the team at Area 43, which provides a combination of youth work delivery, counselling services and community related projects in order to promote the personal, educational, creative and social development of young people, helping them reach their full potential.

Feelz on Wheelz aims to provide a supportive environment where young people:

- access support and information
- discover exciting new ideas and activities they are unlikely to experience anywhere else
- experiment, make mistakes and thrive
- have the opportunity to enhance their wellbeing through counselling support
- treat themselves and others with kindness and respect
- are motivated, positive, and resilient
- gain skills to foster independence

Responsibilities:

- To ensure all programmes meet funder requirements through robust monitoring and evaluation processes, including active and regular consultation with young people using the service.
- Managing the youth café setting, providing regular operational supervision and mentoring to other staff.
- Driving the van (Feelz on Wheelz) to locations across Ceredigion, setting up and packing down the cafe with the rest of the Support staff.
- Plan and deliver weekly events on a Saturday, working with S3 (the managing youth board), the Project Manager, Partners, other stakeholders.
- To produce and keep updated all social media relating to Feelz on Wheelz.
- To develop and review appropriate policies and procedures, including referral, cancellation, assessment, financial and administrative procedures.
- To ensure that client complaints are investigated and dealt with appropriately.
- To establish and maintain effective referral pathways and cross referrals with internal teams and external stakeholders of young people with mental health and well-being needs.
- To lead on induction and ongoing training for volunteers and other project staff in relation to wellbeing, emotional and mental health topics.
- Engage effectively with schools, colleges, and the community around the activities of Feelz on Wheelz.
- To provide statistics and carry out quarterly monitoring and evaluation reports for the Project Manager.
- To set up and maintain appropriate record-keeping systems in line with GDPR and data protection requirements.
- To develop and follow an overarching evaluation plan for the service.
- To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics monthly.
- To work closely with the finance department and ensure budgets are adhered to and financial systems maintained.
- Providing information and support to young people accessing drop-in/ youth café
- Creating and running activities in conjunction with young people.
- Empowering young people to put forward their ideas for service delivery.
- Engaging young people, both face to face and virtually.
- Promoting and managing a safe, inclusive environment for drop-in provision.
- Conducting Outreach with Young People using the service, and more widely in the community.

Person Specification

Experience:

- Previous experience in a supporting role with wide-ranging responsibility.
- Previous experience working with young people.
- Able to be caring, sensitive and patient while supporting people to be as independent as possible.
- Enthusiasm to make a difference to people's lives.
- Ability to listen, understand and respond to people, always putting the person that is being supported first.
- Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences.
- Ability to be flexible and open to new challenges, ideas, and experiences.
- Ability to demonstrate Area 43's values and behaviours.

Skills:

- Strong interpersonal skills, able to communicate effectively and appropriately with a wide range of audiences.
- Familiar with a range of software and applications and experience of using these in digital communications including social media, websites, and databases.
- Able to work under pressure under own initiative and to prioritise own workload
- Resourcefulness, resilience, and innovativeness to be able manage different priorities and understand a wide range of activities.
- Able to work with a range of staff and stakeholders and understanding the importance of confidentiality.
- Confidence in dealing with challenging situations and individuals.
- Full UK Driver's licence.

Knowledge:

- Knowledge of the Charity Sector.
- Competent with software such as MS Office.
- Child Protection/Safeguarding Level 2 is desirable, but training can be provided.
- Ability to speak Welsh is desirable, but not essential.

Job Description

Support Worker

Job title: Support Worker

Contract: Part Time (29.6)
Part Time (22.2)

Salary:

£24,000 per annum pro rata

Location: Based in West Wales, working throughout Ceredigion.

Benefits: Pension contributions: 3% employer; 3% employee
20 days p.a. and statutory bank holidays pro rata

Overall purpose of the role:

Dyfodol Ni is looking for support staff for its mobile youth café and support service, Feelz on Wheelz. The service will provide a safe space for young people across the county in a fun informal manner. We are seeking applicants three Support Worker vacancies, to be based on the mobile service, to provide information and support to young people and deliver activities. The role will include a shift-based pattern covering between 11-7 Tuesday to Saturday.

Reporting to the Senior Support Worker and Project Manager, the Support Worker role forms part of the Drop-in team and involves welcoming young people to the mobile service / youth café, ensuring everything is running smoothly and supporting young people to engage with local support services.

The role will include driving the mobile service van, and managing the outdoor café element of the service. The Support Workers will also engage in consultation with young people using the service to ensure ongoing monitoring of the project.

The role will be supported by the team at Area 43, which provides a combination of youth work delivery, counselling services and community related projects in order to promote the personal, educational, creative and social development of young people, helping them reach their full potential.

Feelz on Wheelz aims to provide a supportive environment where young people:

- access support and information
- discover exciting new ideas and activities they are unlikely to experience anywhere else
- experiment, make mistakes and thrive
- have the opportunity to enhance their wellbeing through counselling support
- treat themselves and others with kindness and respect
- are motivated, positive, and resilient
- gain skills to foster independence

Responsibilities:

- To engage in active and regular consultation with young people using the service.
- Running the youth café setting on a day-to-day basis, setting up and packing down.
- Driving the van (Feelz on Wheelz) to locations across Ceredigion.
- Supporting the Senior Support Worker to plan and deliver weekly events on a Saturday, and delivering these events in conjunction with partner organisations.
- Providing information and support to young people accessing drop-in/ youth café
- Creating and running activities in conjunction with young people.
- Empowering young people to put forward their ideas for service delivery.
- Engaging young people, both face to face and virtually.
- Promoting and managing a safe, inclusive environment for drop-in provision.
- Conducting Outreach with Young People using the service, and more widely in the community.
- To produce and keep updated all social media relating to Feelz on Wheelz.
- To follow policies and procedures relating to the role.
- To forward client complaints to the Senior Support Worker, to ensure they are investigated and dealt with appropriately.
- To establish and maintain effective referral pathways and cross referrals with internal teams and external stakeholders of young people with mental health and well-being needs.
- Engage effectively with schools, colleges, and the community around the activities of Feelz on Wheelz.
- To maintain appropriate record-keeping systems in line with GDPR and data protection requirements.
- To follow an overarching evaluation plan for the service.

Person Specification

Experience:

- Previous experience in a supporting role.
- Previous experience working with young people.
- Able to be caring, sensitive and patient while supporting people to be as independent as possible.
- Enthusiasm to make a difference to people's lives.
- Ability to listen, understand and respond to people, always putting the person that is being supported first.
- Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences.
- Ability to be flexible and open to new challenges, ideas, and experiences.
- Ability to demonstrate Area 43's values and behaviours.

Skills:

- Strong interpersonal skills, able to communicate effectively and appropriately with a wide range of audiences.
- Familiar with a range of software and applications and experience of using these in digital communications including social media, websites, and databases.
- Able to work under pressure under own initiative and to prioritise own workload.
- Resourcefulness, resilience, and innovativeness.
- Understanding the importance of confidentiality.
- Confidence in dealing with challenging situations and individuals.
- Full UK Driver's licence.

Knowledge:

- Knowledge of the Charity Sector.
- Competent with software such as MS Office.
- Child Protection/Safeguarding Level 2 is desirable, but training can be provided.
- Ability to speak Welsh is desirable, but not essential.

Requirements for all staff

As a member of Area 43 and the Feelz on Wheelz team, there are some common expectations of everyone, regardless of their role. Our vision and values drive who we are and what we do.

As a member of the team, we ask that you:

- Treat your colleagues with respect, challenging and supporting each other appropriately and adhering to our charity pledge.
- Contribute to a culture where it is safe to speak up when there is an issue, in a way that is constructive and professional, adopting an approach which enables people to learn and change their behaviour.
- Create an environment where people can be their authentic self, reflecting our ambition of acceptance without exception.
- Be an ambassador for Area 43 and our work, both internally and externally.
- Share your knowledge and help your colleagues to be the best that they can, while also owning your own personal development and performance.
- Understand your responsibilities under key policies, including Equality and Dignity at Work, health and safety, data protection, IT, social media, and safeguarding.

This means that you:

- will behave in a way and make decisions that are for the benefit of Area 43 and our staff, volunteers, beneficiaries and supporters.
- demonstrate good understanding and commitment to the inclusion of lesbian, gay, bi and trans identities in all walks of life with a willingness to learn and be challenged.
- help people better understand and empathise with the challenges disabled people and those with learning difficulties may face and reduce the associated stigma.
- demonstrate a commitment to learning about and implementing our approach to race equity and eliminating discrimination across all protected characteristics.
- understand that you are personally responsible for your own behaviour.
- take active steps to understand the key policies and procedures and follow your responsibilities as set out by these.
- will attend any briefings and training to help you in your role.
- collaborate and co-operate with colleagues from across the Charity.
- ask and request advice if you are not sure of your responsibilities.
- carry out any other reasonable duties as directed by or agreed with line manager.

How to apply

If you would like to apply for this position, please send the following:

- **An up-to-date CV** outlining your employment history, academic and professional qualifications, and contact details
- **A supporting statement** (no more than 2 x A4 pages in length) outlining your motivation for applying and demonstrating how you meet the criteria outlined in the Person Specification
- An acceptable Enhanced DBS certificate will be required for this position

Please submit your application to sallyh@area43.co.uk by the closing date on **Monday 11th December, 2023.**

Please state in your application if you have any commitments during the interview period that may coincide with these dates.

This post is funded by The National Lottery Community Fund.

