

Area 43 / Depot  
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Cardigan  
SA43 1JS  
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# AREA43



**CRONFA  
GYMUNEDOL  
COMMUNITY  
FUND**

## Youth Support Worker Recruitment Information Pack





# Welcome

## Hello, and a warm welcome!

Thank you for your interest in Area 43, so called because it is based in the historic town of Cardigan in West Wales which is the centre of the SA43 postcode.

For more than 25 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 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.

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

Sincerely

**Rachael Eagles**  
Chief Executive officer



## Who We Are

Area 43 (registered as Cardigan Youth Project) is an inspirational charity, based in Cardigan, West Wales, which provides information, support and training to young people aged 11-25 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 25 years. In 2019 Area 43 became a Charitable Incorporated Organisation under the Charities Act 2006 and is governed by a Board of Trustees.

Through our youth café, Depot, 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.

### Charitable Aims

Developing and providing a broad range of support services for young people, our aims are to:

- Enable children and young people to develop self-esteem and a positive approach to their lives and their place in society.
- To encourage them to participate in learning experiences and decision-making processes that impact their lives and their communities.
- Address and combat the problems they face in their home circumstances, relationships, social and life experiences, paying particular attention to those challenged by homelessness, unemployment, substance/alcohol misuse, criminality, and discrimination.
- We are especially interested in working with those who are socially, educationally, economically, or geographically disadvantaged or have any sort of disability.
- Provide young people with real learning opportunities both formal and informal that encourage and allow them to fulfil their potential.
- To co-operate with and share good practice and experience with agencies (both statutory and non- statutory) who provide services for young people and to forge links and represent the needs and aspirations of young people within their communities and to the government.

### 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.

### **Youth Café**

Area 43 runs a youth café, Depot, in Cardigan; a safe, dedicated, quality meeting space for young people ranging in age from 14 to 25. The provision is determined by young people for young people, in partnership with adults, trusted professionals and community partners.

Depot provides subsidised food, hot drinks, computer and internet access. We also offer a range of engaging activities – arts and crafts, music, cooking, food hygiene, kitchen management, housekeeping, interpersonal skills, money management, budgeting, and many other things, depending on each of the young people's needs, enabling an exciting new provision for young people run by young people.

### **Counselling Service**

We provide a fully professional and confidential counselling service to any young person aged 11-25 years at our Cardigan centre. Area 43 offers independent counselling services in Ysgol Bro Preseli and an Independent School Based Counselling Service in from Reception to Year 13 in Carmarthenshire schools.

We also have several additional external contracts and grants which contribute to our services. We have a substantial network of fully qualified counsellors, and a Clinical Director responsible for professional standards and quality control.

## Job Description

<b>Job title:</b>	<b>Youth Support Worker (Two Roles)</b>
<b>Contract:</b>	Permanent, (37 hours) Permanent (24 hours)
<b>Salary:</b>	£22,644 per annum (full-time) £14,688 per annum (part-time)
<b>Location:</b>	Based in Cardigan, Ceredigion, SA43 1JS
<b>Benefits:</b>	Pension contributions: 3% employer; 5% employee 20 days per annum and statutory bank holidays This post is funded by The National Lottery Community Fund.



### Overall purpose of the role:

Reporting to the Communications and Engagement Manager, this Youth Support Worker role forms part of the support team and involves welcoming young people into the youth café, ensuring everything is running smoothly and supporting young people to engage with Area 43's support, activities and services.

Depot is an informal, educative space for young people to learn life skills and improve their employment opportunities. As part of our youth support team at Area 43's youth café, Depot, you will facilitate an informal fun culture with a strong sense of governance by young people, and while activities and events may be enabled by youth support workers, they are primarily determined and led by youth. You will provide opportunities for young people with or without issues in their lives, to mix with each other. This open access encourages diversity, inclusion, and equity in its culture, challenging perceived stigma and cultivating values important to young people. The role will include a shift-based pattern covering between 11-7 Monday to Saturday.

### Area 43 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:

- Providing information and support to young people accessing Depot
- Planning, creating and running activities in conjunction with young people
- Empowering young people to put forward their ideas for service delivery
- Providing tailored 1:1 support for young people on supported work placements
- Engaging young people, both face to face and virtually
- Creating engaging content for young people on all social media platforms
- Promoting and maintaining a safe, inclusive environment and challenging inappropriate behaviour
- Engaging with the Therapy Dogs and taking responsibility in turn

- Conducting Outreach with Young People in the locality

As a member of the Area 43 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 Area 43 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 LGBTQ+ 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 Area 43's 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 your line manager

# Person Specification

## Experience:

- Previous experience in a supporting role with wide-ranging responsibility
- Previous experience working with young people
- Previous experience in a café role is desirable, but not essential

## Skills:

- Confidence in dealing with challenging situations and individuals
- Able to be caring, sensitive and patient while supporting people to be as independent as possible
- Enthusiasm to make a difference in people's lives
- Ability to listen, understand and respond to people, always putting the person who 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
- 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

## Knowledge:

- Knowledge of the charity sector
- Competent with IT software such as MS Office
- Ability to speak Welsh is desirable but not essential

**Please note:** This role includes regulated activity with children and young people and will require an enhanced DBS check and check of the Children's Barred List. A certificate in Level 3 Youth Work Practice is also required for this role. Area 43 will support the successful candidate to achieve certification.

*Area 43 is committed to equality, inclusion and diversity and welcomes applications from all suitably qualified candidates. We are committed to providing a mutually supportive working environment where every individual is respected, valued and included.*

## How to Apply

If you would like to apply for this position, please complete the application form and forward with:

- An up-to-date CV outlining your employment history, academic and professional qualifications.
- A supporting statement (of no more than 2 x A4 pages) outlining your motivation for applying and demonstrating how you meet the criteria outlined in the Person Specification.
- A completed monitoring form (please note, this is not compulsory).

Please submit your application by email to: [sallyh@area43.co.uk](mailto:sallyh@area43.co.uk)

Or by post to: Sally Hurman  
Area 43  
35 Pendre  
CARDIGAN  
SA43 1JS

**Closing Date:** 2.00 pm on Friday, 12 April 2024

**Interviews:** Week commencing Monday, 22 April 2024

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

If you would like any further information, or would like to discuss the role, please contact Sally Hurman to make arrangements for a conversation with the relevant manager.