

## Recruitment Information Pack Youth Support Worker



**Area 43  
35 Pendre  
Cardigan  
SA43 1JS  
01239 614 566**

# Welcome

## Hello, and a warm welcome!

Thank you for your interest in working with Area 43, and for believing in our mission to empower and amplify youth voice, by advocating young people's rights to access local, high-quality support. We hope that you want to join us and work in partnership with young people and others to promote the development of free, youth-led services. At Area 43, we believe that young people have the power to change communities; they should always have somewhere to turn to and someone to talk to, regardless of location or circumstances.

For more than 25 years, Area 43 has provided drop-in and counselling support to vulnerable young people. We are proud of what we have achieved, but young people live in an ever-changing world and support services like Area 43 have an obligation to adapt and to listen to their voices, wants and needs. We have a responsibility to amplify young voices and to inspire them to be change makers.

This generation is growing up with new, emerging societal pressures exacerbated by the influence of social media and the polarisation of opinions on issues like misogyny, homophobia and transphobia. We must abandon the outdated notion that mental and physical wellbeing can be addressed in isolation from issues having an impact on mental health. It is our responsibility to help young people cope with issues that affect them before it gets to crisis point; they should have a community to turn to, no matter their location or circumstances.

We have an opportunity to make a serious commitment to young people's mental health. This is an opportunity for parents, teachers and young people to stop whispering about their mental health needs and begin shouting for investment in its future.

We need to confront the issues around isolation, self-esteem and resilience to tackle the mental health concerns affecting young people head-on. Young people know what matters to them and should be leading organisations rather than fitting into them. We need to be youth-led, 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 they are in crisis, knowing 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 young people.

**We are committed to adapting our services to make them relevant for young people and challenging others to do so too.**

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

**RACHAEL EAGLES**  
**CHIEF EXECUTIVE OFFICER**

## Who We Are

Area 43 is based in Mid and West Wales, delivering youth-led services across the UK. We empower and amplify youth voice, advocating young people's rights to access local, high-quality counselling and support.

### We want to see a world where:

- There are no barriers to support, and services are inclusive, accessible and fun.
- Other organisations follow our model to provide flexible, responsive, needs-led services which secure positive outcomes for individual children and young people.
- Our services, and those around us, unlock potential at every stage of young people's lives, especially where they face inequality or disadvantage.
- We contribute to the legal, policy and practice environment, advocating for children and young people.
- Young people are empowered to become involved in the local community, tackling issues of their generation.

### Our Values

- Trustworthy:** *We are supportive and non-judgemental. Young people can trust us to speak truth to power, and to amplify young voices.*
- Courageous:** *We are bold, brave and will take risks in order to get young people what they want and need.*
- Curious:** *Tell us something we don't know. We love to learn, grow and delve into new projects!*
- Altruistic:** *We want to help. We care about young people and will do everything we can to support them to get where they need to go.*
- Disruptive:** *Change doesn't happen without disruption, and like many young people we work with, we make good trouble!*
- Driven:** *We are passionate about helping young people achieve their goals and are driven to make change.*

At Area 43, every member of staff makes a difference. We embrace individuality, celebrate our strengths and help each other grow, that's what allows us to make things happen and makes us who we are.

Area 43 takes pride in our working culture and will continue to nurture our staff wellbeing across all our structures, enshrined in policy. Our staff are self-reflective, resilient, honest and dedicated and we do everything we can to ensure team wellbeing so they can perform to the best of their ability with the children and young people we support.

Our team are committed to ensuring a positive work environment, and pledge to:

**Have fun and find the joy!**  
**Be open and respectful to challenge**  
**Be mindful of my actions**  
**Be open and honest**  
**Speak to the right person**  
**Be my best self**  
**Maintain clear boundaries**  
**Remember that our differences can be our strengths**

## Youth-led

To be youth-led is to know when to step out of the way and let young people take the lead. Area 43 believes in young people's abilities and ambitions and empowers them to make real change. Area 43 is youth-led from the outset, and we are determined to guide others to be youth-led too.

## Area 43's Safe Spaces

Our consultation proves that young people want to access services that are informal in nature and that they are less likely to attend targeted and formal locations: young people ask us for universal and open-access safe spaces.

Area 43 is committed to running safe spaces across Mid and West Wales, and sharing our knowledge with others across the UK, so we can help young people drive forward the change that they want to see.

Young people tell us they need safe, dedicated, quality meeting spaces, where they can access support should they need it.

In more general terms, a safe space offers the following to young people:

- A relaxed meeting space, which is safe, friendly, and inclusive
- A place for all young people from all social and cultural backgrounds to engage in social interaction with their peers in a safe and supportive drug and alcohol-free environment;
- A location for relaxation, recreation and entertainment and, where appropriate, as a site for information, signposting to services or even direct care/service provision;
- A place where young people can develop good quality relationships with their peers and with adults;
- An informal, educational space for young people to learn life skills and improve their opportunities for employment.

Safe spaces are non-traditional and therefore relatable, and attending the space carries absolutely no stigma or label. One of its key values is that whether a young person attends just to hang out with friends, drink coffee and listen to music, or attends to receive specific support to deal with a crisis, for all these purposes it looks the same and therefore fosters an inclusiveness that is so important to young people.

Area 43 is committed to meeting safe space requirements as defined in S<sup>3</sup>'s Manifesto (the Ceredigion Youth Lobby Group):

- 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.
- Somewhere that gives the service and service users an opportunity for early intervention in, and prevention of, mental health crises.

### Area 43's Counselling Service

Our counselling services are provided across the counties of Powys, Carmarthenshire, Ceredigion and Pembrokeshire for ages 5- 30, depending on the aspect of the service, whether within school settings, online, in the community, or at one of our Safe Spaces.

Area 43 recognises counselling as a purposeful process that allows clients to solve issues and grow confidence in their capacity to successfully contribute to their learning, personal, and social development. Our counselling provision is one way that Area 43 works to ensure that all of the children and young people we work with have the opportunity to reach their full potential.

The purpose of our counselling service is:

- To enable individuals to be more effective in their lives within and outside of Area 43 support
- To identify and provide conditions that will facilitate the wellbeing and personal development of clients.
- To provide a counselling service as an integral support mechanism for clients' learning.
- To reflect a commitment to the British Association of Counselling & Psychotherapy (BACP) Code of Ethics for Counsellors.

It is the policy of Area 43 that all clients should have equitable access to short-term counselling, normally 6, weekly sessions, which are:

- Free/Funded
- Impartial
- Client-centred
- Easily accessible
- Provided by those with relevant training and expertise
- Within a framework of confidentiality
- Provided by counsellors receiving appropriate supervision, working within BACP or equivalent ethical guidelines

## YOUTH SUPPORT WORKER

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|------------------|--|
| <b>Contract:</b> | Variable   |
| <b>Salary:</b>   | £24,000 per annum (pro rata for part-time roles)   |
| <b>Hours:</b>    | 21 hours over three days per week  |
| <b>Location:</b> | Depot, 35 Pendre, Cardigan, SA43 1JS   |
| <b>Benefits:</b> | Pension contributions: 3% employer; 5% employee<br>20 days pa and statutory bank holidays (pro rata for part-time) |

***This post is funded by The National Lottery Community Fund until March 2026  
Area 43 is actively seeking funding to continue the Depot service beyond this date***

Area 43 is looking for dynamic and enthusiastic youth support staff for its youth café, Depot. The service provides a safe space for young people across the county in a fun informal manner. We are seeking applicants who:

- Have previous experience in a supporting role.
- Have previous experience working with young people.
- Are caring, sensitive and patient while supporting people to be as independent as possible.
- Are resourceful, resilient, and innovative

### How to apply:

Please forward your CV outlining your employment history, academic and professional qualifications together with a cover letter (no more than 2 x A4 pages) outlining your motivation for applying and demonstrating how you meet the criteria outlined in the section requesting 'experience of/demonstrate' to [hr@area43.co.uk](mailto:hr@area43.co.uk)  
Applications made through Indeed will not be considered.

If you would like any further information, or would like to discuss the role, please contact Sally Hurman on 01239 614 566 to make arrangements for a conversation with the relevant manager.

Closing date: 11 February 2026

Interviews: Week commencing 23 February 2026  
Please state in your application if you have any commitments during the interview period

**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.

*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.*



## JOB DESCRIPTION

**Job title:** Youth Support Worker  
**Line Manager:** Depot Services Manager

Reporting to the Services 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 the support, activities and services that Depot youth café offers.

The Youth Support Workers facilitate an informal, fun culture at Depot, with a strong sense of governance by young people. While activities and events may be facilitated by Youth Support Workers, they are primarily determined and led by the young people themselves. 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, challenging perceived stigma around support services, and cultivating values that are important to young people. The role will include a shift-based pattern covering between 11am-7pm Monday to Saturday.

### Key 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 well as a demonstrable and genuine interest in the work of Area 43 and Dyfodol Ni, the successful candidate will have experience of/demonstrate:**

- Previous experience working with young people
- Previous experience in a supporting role with wide-ranging responsibility
- 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
- Hold or be willing to work towards a Level 3 Certificate in Youth Work Practice
- Be able to provide support and information in both Welsh and English, or be willing to work towards proficiency in Welsh (candidates without Welsh will be considered, however ability to speak Welsh is desirable)

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**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 Depot 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 Equity 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 the LGBT+ (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 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 induction, 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

March 2025