

**WELCOME!**  
**YOUTH SUPPORT WORKER**  
**RECRUITMENT INFORMATION PACK**



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

**AREA43**

## Hello, and a warm welcome!

Thank you for your interest in working with Area 43 and Dyfodol Ni, 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 and Dyfodol Ni, 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 We must abandon the outdated notion that mental and physical wellbeing can be addressed in isolation from issues having an impact on mental health.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.

Sincerely

**RACHAEL EAGLES  
CHIEF EXECUTIVE OFFICER**

## AREA 43: WHO WE ARE

Area 43, Lead Partner for the Dyfodol Ni Partnership, 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 and 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 six, 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

### **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.

### **To find out more:**

If you share our values and believe in our mission to change the world, we would really like to hear from you.

Please contact [hr@area43.co.uk](mailto:hr@area43.co.uk) or give us a ring on 01239 614566 for a chat about what role might be right for you.

## THE YOUTH SUPPORT WORKER ROLE



### What is Feelz on Wheelz?

The Dyfodol Ni Partnership, for which Area 43 is Lead Partner, undertook 6 months of consultation with young people across Ceredigion. The Engagement Team spoke to nearly 1300 young people at engagement events that were exclusively for young people. They fed this data back to their steering group of young people, S<sup>3</sup> (Safe Space to Speak | Safle Saff i Siarad), who distilled it into three key issues that young people in Ceredigion wanted to address:

- A woeful transport system that isn't fit for purpose.
- Access to services being impacted by transport issues and the rural nature of Ceredigion.
- A lack of safe spaces exclusive to the use of young people.

Feelz on Wheelz / Llyw a Byw is S<sup>3</sup>'s response to these issues. They designed the service from scratch, and were involved in every decision, including on the recruitment panel for staff. Like Area 43's Early Support Hub and youth cafe Depot, it is a youth-led mobile youth cafe and support service for young people aged 13-25 in Ceredigion. The van travels around on a rota basis around the county, aiming to specifically target under-serviced or isolated young people. The timetable is updated every 12 weeks, and is posted on Feelz on Wheelz's Instagram channel, @feelzonwheelzceredigion. It is run by qualified Youth Support Workers, trained by Area 43, who currently run both the cafe element and the support service element. They also engage in diversionary and creative activities at the request of the young people.

The setting is mostly outdoors, with staff setting up an outdoor cafe. In winter, the service tries to utilise community buildings like village halls to provide an indoor space.

## JOB DESCRIPTION

**Job title:** Youth Support Worker

**Contract:** Variable

**Salary:** £24,000 per annum (pro rata for part time roles)

**Location:** Based across Ceredigion

**Benefits:** Pension contributions: 3% employer; 5% employee  
20 days per annum plus statutory bank holidays

***Ariennir y swydd hon gan Gronfa Gymunedol y Loteri Genedlaethol tan Mawrth 2028. // This post is funded by The National Lottery Community Fund until March 2028.***

Feelz on Wheelz Mobile Youth Cafe is recruiting enthusiastic and dedicated Youth Support Workers to join the team. Reporting to the Feelz on Wheelz Services Manager, the Youth Support Worker role involves working with the team to provide support, information, signposting, and a safe space for young people in the youth mobile youth café. While relevant qualifications in Youth Work are desirable, a full training programme, including accredited training in Youth Work Level 3 and safeguarding, and registration with the Education Workforce Council, is provided as part of the role. The role will include a shift-based pattern covering between 11 am – 7:30 pm, Monday to Saturday.

Feelz on Wheelz is an informal, educative spaces for young people to access a support network of their peers, and both informal and formal support with their wellbeing and mental health from trained and qualified Youth Support Workers. This could include, but is not restricted to: 1:1 or group support sessions with Youth Support Workers, regular informal conversations with the Youth Support Work team, engaging in activities or workshops facilitated by the Youth Support Work team, engagement with or referral to Area 43's counselling service, signposting and/or onward referral to other organisations or specialist support. They also have the opportunity to learn life skills, and improve their employment opportunities.

The Youth Support Workers facilitate an informal, fun culture at Feelz on Wheelz, 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.

### Key responsibilities:

- Providing information and support to young people accessing Depot and Feelz on Wheelz (candidates without Welsh will be considered, however ability to speak Welsh is desirable)
- 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
- Running the mobile youth cafe, including the setting up and packing down of the cafe seating area and kitchen, food and beverage preparation, and food hygiene protocols

**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.
- 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)
- 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
- Have a full, clean UK Drivers' Licence

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.*

If you would like further information, please email [hr@area43.co.uk](mailto:hr@area43.co.uk) or please telephone Sally Hurman at Area 43 on 01239 614 566. To apply for this role, 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 to make arrangements for a conversation with the relevant manager.

January 2026