

# Job Description

<b>Position:</b>	Youth Connector – SVD Transitions Project
<b>Department/Service:</b>	Future Support
<b>Job Status:</b>	Contracted to 31 <sup>st</sup> March 2027. Continuation subject to funding
<b>Hours of Work:</b>	30 Hours per Week – subject to Four Day Week scheme
<b>Leave:</b>	23 days per annum (pro rata) plus Bank Holidays
<b>Location:</b>	Baseline Centre, Knowland Grove, Norwich, NR5 8YD
<b>Salary:</b>	£22,702.70 (FTE of £28,000)
<b>Application Deadline:</b>	17/04/2026 – with potential for deadline to be brought forward subject to applications received
<b>Interview Date:</b>	W/C 20 April 2026

## **Vision statement:**

***Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.***

## **Context and Purpose of the Job**

The Youth Connector role is a key part of the Future Support service, operating primarily from our Baseline Community Support Centre in Norwich, with outreach across Norfolk as needed.

This role supports a small but complex caseload of young people identified as High Risk, High Harm, often due to involvement in the Criminal Justice System through exploitation or criminal activity.

The role requires the promotion of positive connections and activities aimed at enriching an individual's social, economic and emotional environments, enabling them to progress into their future, removing barriers to success. The referrals typically occur as these individuals approach their 18th birthday, with support continuing through their transition into adulthood.

The Youth Connector will be responsible for assessing individual needs, developing personalised support plans, and delivering flexible, hands-on assistance across a range of areas. These include welfare benefits, employment, education and training, housing, health, and emotional wellbeing.

Working in close collaboration with the Future Support team, Targeted Youth Services, MACE Teams, and other local agencies, the role ensures that each young person's needs are fully understood and addressed. The aim is to connect them with appropriate services and opportunities, empowering them to move forward into adulthood with confidence and hope for a brighter future.

## **Personal Specification**

We are seeking a dedicated and experienced Youth Connector to join our welcoming team in Norwich. The ideal candidate will bring a strong background in delivering high-quality advice and support, with a particular focus on youth work. However, a broad understanding across key areas such as housing, health, employment, finance, wellbeing, and safeguarding is essential. A sound knowledge of local services and resources is also required.

You will have a deep understanding of the challenges and barriers faced by vulnerable individuals and will be skilled in helping them navigate these through effective support planning. Your approach will be empathetic, patient, and sensitive, yet you'll also be confident in applying appropriate challenge—both to those you support and to colleagues or professionals when necessary.

Building trusting, positive relationships with service users will come naturally to you, and you'll demonstrate a tenacious, solution-focused mindset to help them achieve the best possible outcomes. You will be

someone who consistently goes the extra mile to exceed expectations and deliver a first-class, person-centred service.

Flexibility is key—you'll be comfortable working both independently and as part of a larger team, showing initiative and confidence in your role.

A full driving licence and access to a vehicle are essential, as the role involves travel to meet clients in the community.

**About Future Projects:** Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

Our current projects and services are organised in three distinct departments as set out below.



**Key Deliverables:** The key deliverables outline the priority tasks and responsibilities of this post, against which the post-holder will be held to account.

1. Ensure that the advice, guidance and support provided is of the highest possible standard and considers empathy, compassion and respect for clients at all times
2. Develop and grow specialist knowledge in relation to vulnerable young people and apply that knowledge in both the planning and delivery of the service
3. Develop and maintain effective networks and partnerships with local stakeholders to promote and develop the service for the benefit of local residents

4. Follow safety systems and other operational procedures relating to the delivery of community support services at all times, including but not limited to safeguarding, health & safety, lone working, security, and data protection and confidentiality etc.
5. Capture and record accurate and timely monitoring and management of information in relation to the delivery of the service, including but not limited to: case notes, client data consents, risk assessment and management plans, case reviews, information sharing agreements, client outcomes data and so on.

### **Other duties and responsibilities:**

#### Service Delivery

- Deliver face to face advice, guidance and practical support to clients across a range of themes including: welfare rights, health, housing, finance, criminal justice, and wellbeing
- Deliver specialist support directly to clients in complex cases where a high level of expertise is required
- Deliver support, training, or capacity development where appropriate to enable clients to manage their own support needs independently in the long term
- Ensure that the service is client focused, consistent and of the highest quality in terms of the delivery of advice, guidance and support
- Ensure that equality of opportunity and diversity are embedded throughout all aspects of delivery of the service
- Ensure that support plans are outcome focused, co-produced, and provide opportunities for capacity building in order to promote independence
- Support clients to access other agencies or provision where additional specialist support is required or where other services may be best placed to help
- Undertake outreach activities to provide support services to those unable to travel, including one-to-one meetings at other premises or in the client's home
- Keep abreast of client trends/needs and wider external developments affecting the service, and supporting the Service Manager to develop the service to meet these needs.
- Implement systems and mechanisms to ensure that stakeholders and service users are able to contribute to the design, development and delivery of the service, ensuring accountability to the communities we serve.
- Take responsibility for the safe use of the 'community support venues, ensuring health and safety, security, and safeguarding systems are implemented effectively
- Ensure the service complies with funder/commissioner requirements and provide monitoring/evaluation reports as required

#### Financial Management

- Follow the organisation's financial procurement procedures to purchase minor items as required and under the direction of the Support Services Manager

#### Staff and Volunteer Management

- Attend and contribute to whole-team meetings and participate in internal and external/clinical support and supervisions as required
- Participate in the recruitment, induction and training of volunteers to support the service and contribute to the organisations vision and values. Work closely with volunteers, ensuring they receive the support and direction required to carry out their roles effectively
- In conjunction with the Management Team, promote a common culture across the charity, including good teamwork and lines of communication between all members of staff.

#### Wider environment

- Keep up to date with changes in legislation, best practice and local policy to inform developments in the service, particularly with regard to welfare rights and benefits.
- Promote the work of Future Support services locally through networks, partnerships and other initiatives.
- Represent Future Projects in a professional way at relevant meetings and networking functions to build on good practice and development opportunities.

#### Other duties and responsibilities

- Promote the aims, policies, and objectives of Future Projects.
- Develop a good working knowledge of the operational area, its demographics, key communities, third, private and public sector contacts, networks and partnerships
- Represent the Support Service at events and present information about Future Support to audiences as required
- Maintain confidentiality in the working environment, ensuring that the privacy and dignity of clients are protected at all times
- Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service
- Undertake such other duties as may lie within the scope of this post

**This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.**

**Job environment:** significant flexibility in working patterns and hours will be afforded, however the majority of the post's working time will be during ordinary office hours, with a mix of home and community working and in-office presence. This includes regular visits to the charity's premises and bases of operation across Norfolk. On occasions there will be a need for evening and weekend work subject to the needs of the charity.

**Supervision:** The post holder will report directly to the Assistant Support Manager and will be subject to regular performance reviews and support sessions.

**Line Management Responsibility:** There is no line management responsibility attached to this role.

**Health and Safety/Safeguarding:** The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: [j.maclennan@futureeducation.org.uk](mailto:j.maclennan@futureeducation.org.uk) 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Grace Richardson – Support Services Manager: [g.richardson@futureprojects.org.uk](mailto:g.richardson@futureprojects.org.uk) 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

**Equalities:** The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer.

In the context of this role, this includes being mindful of audiences' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a Disability Confident employer; more information available on request.

**Pre-employment checks:** Employment will be subject to satisfactory pre-employment checks such as right to work in the UK and enhanced checks from the Disclosure and Barring Service. Please see the application form for guidance.

## **Application Guidance**

When completing your application form, please refer directly to the **Context and Purpose of the Job** and **Personal Profile** sections of the job description.

Please include relevant details of your training, experience, knowledge and skills in relation to these sections. Applications will be shortlisted for interview on the basis of this.