



# Job Description / Person Specification

Ref: US / 23/011

US  
PO Box 479  
Newcastle upon Tyne  
NE3 9EU  
info@usactive.org.uk

Post Title:	<b>US Referral and Activities Co-ordinator</b>
Salary:	£23,175 per annum pro rata
Contract:	1 FTE
Reports to:	The Chief Operating Officer
Location	Outreach in Tyne and Wear, Northumberland and Durham, with home office base for admin
Working hours	These will be negotiated, but there will be a requirement for some evening, weekend and school holiday working

## Background to Post

US is a mental health charity founded in 2016. We aim to destigmatise mental illness and enhance the quality of young people's lives. US is registered to operate across Tyne and Wear, Northumberland and Durham.

Our work is based on the premise that when young people experiencing mental health difficulties participate in sports and physical activities, they improve their mental and physical health, whilst developing confidence, social skills and personal aspiration. US provision feedback confirms this, as does the growing demand for our services.

Our aim is to encourage our participants, aged between 12 and 25, to embed physical exercise into their lifestyle permanently. We respond to the needs and interests of individuals and fund:

- One to one activities for young people not ready to join a group
- Small group activities for progression or an 'at risk' group such as Young Carers
- Support to access community sports and fitness provision

Our provision is expanding, with keyworkers supporting and progressing young people onto and throughout their US journey. Since 2016 we have worked with 400 plus young people following referrals from 28 partner agencies, parents and self-referrals. We have built a network of referral agencies from the health, care, education, training, justice, community and voluntary sectors. A diverse range of activities are delivered by coaches, tutors and trainers from our bank of outstanding, approved providers. Below are some of the activities delivered:

Fitness Training  
Archery  
Dance  
Self-defence

Yoga  
Cycling  
Bowling  
Gymnastics

Boxercise  
Ice-skating  
Football  
Circus Skills

Running  
Horse riding  
Badminton  
Zumba



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## The Post

The postholder will deliver our core goal of providing young people with personalised, face to face support to engage with sport and exercise. They will ensure that we provide effective, enjoyable and bespoke provision and that young people experiencing a range of mental health difficulties engage in US activities, enjoy and benefit from their experience, and leave with a progression plan and enthusiasm for a lifelong engagement in sport and physical activities.

The Referral and Activities co-ordinator will network with referrers, follow up all contacts and meet with young people, families and professionals, and activity providers to organise appropriate activities, chosen by the young people.

- One to one activities for young people not ready to join a group
- Small group activities for progression or groups of targeted young people
- Support to access provision on the local community

Once the needs and interests of young people are established and the young person is engaged to complete an initial assessment and set personal goals, the postholder will organise all elements of the programme including selection of activity provider, venue, day and time. They will introduce the young person and where appropriate family members and referral agency staff to the activity provider. Timely organisation will be vital to build on the momentum of the referral, leading to a successful engagement.

The post-holder, supported by keyworkers, will offer on-programme support to young people regularly throughout their programme. This will include meeting with the young person/visiting classes, discussing progress, gathering feedback and agreeing goals for the next stage of their US journey. The post-holder may, occasionally, within their allocated time also act as a key-worker for some young people.

The postholder will need to be flexible to respond to the needs of our partners and the young people. As we work with young people a proportion of hours will be outside of the school day for example: weekday afternoons and early evenings, weekends and school holidays - we will agree the working pattern with the successful candidate. There is no central US office and when the postholder is not undertaking work with young people in the community they will undertake admin and planning duties from home. Travel and work related expenses will be paid.

The postholder will have an important role to play in evidencing the impact of our work, which will include: recording referrals received and participation of young people, regularly providing summative updates on young people's activities, collecting feedback from young people, their support networks and providers. You will also contribute to health and safety and financial processes to provide assurance to management and trustees.

Appointment will be made initially on a 12 month fixed term contract, with continuation beyond the initial term subject to continued funding. Prior to commencing employment or contracting with US, the successful candidate must hold an Enhanced DBS clearance and provide satisfactory references.



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Applicants should ideally have a background in one or more of the following: sport and fitness; health and social care; education or youthwork.

## Application Method

The closing date for applications to this post is:

5PM, Sunday 27<sup>th</sup> August 2023

Please apply in the following way emailing your application to [suzanne@usactive.org.uk](mailto:suzanne@usactive.org.uk)

- Provide a detailed CV including your education and work experience, qualifications and names and contacts of two referees including your last/current employer. (References will be taken up if a conditional offer is made, and return of satisfactory references will be required for a full offer to be confirmed)
- Provide a covering statement explaining why you are applying for this post and why you'll be successful in its delivery.

For more information on the role, please contact Suzanne McFarlane, COO on [Suzanne@usactive.org.uk](mailto:Suzanne@usactive.org.uk)

<b>Post Title:</b>	US Referral and Activities Co-ordinator
<b>JOB DESCRIPTION</b>	
<p>The US Referral and Activities Co-ordinator will:</p> <ol style="list-style-type: none"><li>1. Monitor and record receipt of all referrals made to US</li><li>2. Respond in a timely manner to all referrals: setting up initial meetings with referral agencies, young people and parents as appropriate</li><li>3. Develop group activities with partner organisations for their young people who meet the US criteria.</li><li>4. Consult young people about their choice of activity</li><li>5. Initiate young people's goal setting and the employment of the WEMHWBS scale</li><li>6. Plan group and 1:1 activities for young people<ul style="list-style-type: none"><li>• locating venues</li><li>• raising orders for approved providers to deliver</li><li>• identifying, verifying and engaging new providers as required</li><li>• allocating key-workers</li><li>• completing or ensuring risk assessments are in place for activities</li></ul></li><li>7. Facilitate introduction of young people to keyworkers as appropriate</li><li>8. Maintain oversight of all activities for young people, from referral to activity start through to completion/ progression</li><li>9. Ensure young people receive regular progress reviews during their programme, and an exit review at the end of their US journey</li></ol>	



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10. Monitor the quality of provision and success of activities, including collation of feedback from young people, providers and referrers
11. Report on referrals and provision to management and trustees through completion of a weekly dashboards and in-year activity reports
12. Use and contribute to ICT packages to record and monitor work with young people
13. Support and ensure providers complete and submit monitoring paperwork as requested by US in a timely manner e.g. session registers, evaluation forms
14. Continue to develop our network of approved providers
15. Strengthen relationships with referral partners by providing a responsive offer for young people
16. Ensure that activities are well planned, and deliver a safe and enjoyable experience for young people, in line with policies and procedures.
17. Take proactive action, in line with policies and procedures, should safeguarding issues arise
18. Inform the Chief Operating Officer of all planned provision both to gain approval and to initiate key administrative procedures
19. Provide support and guidance to key-workers
20. Cover the duties of the Youth Engagement Officer as necessary
21. Carry out key-work with young people (as summarised in criteria 35-45 below)
22. Attend relevant meetings – both internal and external
23. Listen to young people's views about mental illness, the accessibility of physical exercise and the impact and importance of exercise.
24. Promote an understanding of the benefits of sport and exercise on both physical and mental health
25. Promote a lifestyle which includes regular and sustainable participation in sport and exercise
26. Promote US's Youth Engagement activities and co-ordinate with the Youth Engagement Officer to support participation
27. Carry out administrative duties and planning activities including data recording, reporting, raising purchase orders, risk assessments, new provider checks and communications by phone and via emails.
28. Ensure all policies and procedures are adhered to.
29. To be aware and comply with the Health and Safety at Work Act.
30. To carry out responsibilities with due regard to Equal Opportunities
31. Maintain the quality-of-service provision, regularly evaluating work and seeking to make improvements.
32. Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner at all times.
33. Active participation in continuing professional development and the appraisal process.
34. Undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job as requested by the Chief Operating Officer.

Keyworker activity will include:

35. Working face to face, meet and engage young people at programme start and as appropriate on-programme



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36. Monitor progress on programme with both young person and provider
37. Complete regular on-programme and an on-exit review with the young people, recognising successes, gathering feedback and setting goals.
38. Proactively work with the young person and their support network, including providers, to keep or re-engage them in activities.
39. Support young people with their chosen progression and exit strategy be it to another uS or community activity as appropriate
40. Support providers delivering groupwork
41. Contribute to the evaluation of activities by completing and returning feedback forms
42. Accompany young person to sport / fitness activities in the community e.g. a Zumba class / playing football
43. Ensure that young people are travelling safely to and from activities, and where applicable support the young person to develop their confidence to travel and engage independently.
44. Gather feedback from young people to encourage engagement, and to support programme development.
45. Liaise closely with the US Referrals and Activities Co-ordinator, referring agencies and parents/carers as appropriate to support the young person.

PERSON SPECIFICATION			
Post Title:	uS Referral and Activities Co-ordinator	Employer: US	Ref: US/23/011
Essential		Desirable	Assessment (Application / Interview)
Knowledge			
Safeguarding children and vulnerable adults			I
		Children and Young People’s Mental health and Neurodevelopment difficulties	A / I
		Health and Safety relating to sport and exercise-based activities	A / I
		Risk Assessment processes for sport and exercise-based activities	A / I
		Agencies working with young people across health, care, education, justice and charities	A / I
		Local sport and exercise providers and facilities across the North East	A / I



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Qualifications		
Level 3 qualifications in any of the following: youth work, care, education, sport and fitness, mental health		A
Level 2 qualifications in Maths and English		A
	Level /4/5/6 qualifications in any of the following: youth work, health and social care, education, sport and fitness, mental health	A
	ICT qualifications at Level 2	A
	Health and Safety	A
Experience		
Experience of working with children and young people with complex needs		A / I
Experience of providing support in a range of settings in the community and schools		A/I
Experience of partnership / multi-agency working		A / I
Experience of managing referrals		A / I
Experience of activity planning		A / I
	Experience of risk assessing activities	A / I
Experience of initial assessment and goal setting with young people		A / I
	Allocating workload / duties to others	A / I
	Experience of working in a not for profit organisation	A
	Providing young people with Information, Advice and Guidance	A / I
Experience of accurate record keeping		A / I
Skills and Competencies		



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The ability to engage and motivate young people with complex needs		I
The ability to work successfully and in partnership with other organisations and agencies		I
Strong organisational skills which enable co-ordination of multiple referrals / projects at any one time		I
Ability to problem solve to make progress and generate successful outcomes		I
Use research skills and network connections to find suitable activities for young people		I
Strong skills in Microsoft Excel		A / I
Competent in maintaining accurate records and understanding the importance		A / I
The ability to monitor the quality of provision/delivery and take remedial action when necessary		I
The ability to direct and support key-workers and volunteers		I
Good oral communication skills		I
Good written communication skill		A
Good IT skills		A / I
Sets high standards and deliver results		A / I
Adapts and responds positively to change		I
Demonstrates integrity and upholds values and principles		I
<b>Physical, Mental and Emotional</b>		
The ability to work confidently, effectively and calmly with challenging people and in challenging environments		A / I



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Able to work using one's own initiative		A / I
Able to recognise when it is important to consult and inform others		I
<b>Other</b>		
Must either have or acquire enhanced DBS clearance		A / I
A commitment to safeguarding young people and vulnerable adults		A / I
	Own car and clean license insured for work	I

<b>Prepared by:</b>	Suzanne McFarlane	24/07/2023
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