

Job Title:
Reporting to:
Directorate
Direct Reports:

Young Responders Coordinator
Project Manager
Community Engagement
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Job Band:
Team
Band 4
Youth Team

Job Summary

Young Responders is an exciting project that started delivering street first aid sessions during 2023 as part of St John Ambulance. The project was created to engage and empower young people from diverse communities who face the greatest health inequities to become active health citizens, through practical physical first aid and mental awareness sessions relevant to the challenges they face.

The programme is aimed at young people aged 11 to 25, who would not typically come through our doors delivering first aid training to young people from under-served communities. In 2023 the Young Responders team delivered session to almost 16,000 Young People and over 2024 they aim to reach a further 20,000 Young People, if not more.

The Young Responders Coordinator you will work with the project team to support the development of the service, be the face of the service working with schools and youth organisations to schedule sessions out in the communities, work with the volunteers linked to the service and be responsible for the day to day tasks linked to the role.

Key Responsibilities

- Work collaboratively with the Partnerships Manager to build and retain partnerships in local communities to reach the intended groups of young people.
- Line manage the Facilitators who will lead the direct delivery of training.
- Lead the local delivery team, including volunteers to promote the project.
- Manage the calendar and bookings for the sessions within the region.
- Oversee the completion of risk assessments and the registration of sessions.
- Coordinate the planning of training opportunities for the delivery team.
- Support, mentor and develop the Facilitators promoting high morale and drive within the teams.
- Ensure data about those involved in the project is kept accurate, up to date and securely stored in compliance with St John Ambulance policy.
- Provide regular updates on the progress of the project to report back to internal and external stakeholders, including the funders.
- Work collaboratively with young people and the project team to engage with a wide range of stakeholders, both internal to St John Ambulance, and externally.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Important things you need to know about this job

- Willing to travel to various locations for meetings, training and workshops
- Be available to work flexibly 5 days (35 hours) per week
- Have options to work from our offices, at home, or a hybrid of both
- When needed, work outside normal hours, including some evenings, weekends, and public holidays

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5		✓
Degree or other relevant training in youth and community work or related subject		✓
Experience		
Experience of youth work and/or delivery of training		✓
Experience of delivering provision aimed at increasing opportunities for young people from under-served or marginalised communities		✓
Experience of working in a project environment		✓
Experience of managing paid staff and/or volunteers	✓	
Experience of planning and coordinating the delivery of community based activities	✓	
Experience of working with a range of internal and external stakeholders, including community and/or educational settings	✓	
Experience of providing pastoral support and/or mentoring to young people in a project setting, including supporting young people with complex social, emotional and behavioural needs		✓
Experience of creating and cultivating partnerships to support the success of a project or service		✓
Experience of working with young people/volunteers from under-served communities		✓
Skills, knowledge and abilities		
Strong communication skills with the ability to communicate effectively with people at all levels, from a wide range of backgrounds, both verbally and written	✓	
Ability to work well in a team and able to motivate young people and/or volunteers	✓	
Excellent planning, organisation and coordination skills	✓	
Awareness of the challenges faced by disadvantaged or marginalised young people and the networks that exist to support them		✓
Understanding of Equality, Diversity, Inclusion and issues around social mobility	✓	
Excellent administrative skills	✓	
Ability to reflect and act upon feedback to further develop opportunities and best practise	✓	
Be able to use Office 365 products at intermediate level		✓
Knowledge of safeguarding young people and vulnerable adults	✓	
Be willing and able to exemplify the HEART values	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: RP / CT / DKL

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