

### **A focus on the young people**

Shows commitment to putting young people first and takes pride in delivering a consistently high quality of service.

<b>Youth Worker / Specialist</b>	<b>Team Leader</b>	<b>Senior Management Team</b>
<ul style="list-style-type: none"><li>1. Understands and empathises with the needs of young people and knows how to work with them to achieve results.</li><li>2. Identifies, clarifies and responds to young people's needs</li><li>3. Manages behaviour according to the behaviour management code and refers up as necessary.</li><li>4. Understands the services CYZ provides and matches these to YP needs</li><li>5. Actively seeks YP feedback to improve and develop own performance</li></ul>	<ul style="list-style-type: none"><li>1. Creates environment which responds to young people expectations</li><li>2. Seeks to clarify and understand the young people's needs</li><li>3. Meets and aims to exceed YP expectations</li><li>4. Implements systems to request and record yp feedback</li><li>5. Seeks opportunities to promote CYZ as a provider of excellent services whenever possible</li></ul>	<ul style="list-style-type: none"><li>1. Understands the interests and expectations of a range of external organisations and seeks to respond appropriately to them</li><li>2. Develops services to meet new and emerging YP expectations</li><li>3. Keeps abreast of changing expectations and ensures CYZ is able to respond to changing needs appropriately</li></ul>

## Teamwork

Works co-operatively and flexibly with other members of the team. Exhibits a full understanding of the role of a team member, to achieve a common goal.

Youth Worker/ Specialist	Team Leader	Senior Management Team
1. Creates positive working relationships with others  2. Is committed to the team and the team agenda  3. Contributes to and shapes team targets  4. Understands and recognises own role within the team  5. Recognises when others need help  6. Celebrates the achievements of others within the team  7. Values contributions from other team members	1. Resolves conflict between team members and others  2. Creates a climate of trust and collaboration  3. Supports and owns team targets and encourages effective ways of working  4. Seeks opportunities to break down any 'them and us' barriers  5. Actively makes contact with others, outside of their own team, to improve service  6. Recognises when to offer help and support to others  7. Actively shows interest in team member issues and problems	1. Networks effectively both internally and externally  2. Works to develop a one team approach across YZ  3. Implements partnership working to achieve strategic objectives

## Planning and Organising to Achieve Results

Organises and plans work effectively through the achievement of targets and work plans

Youth Worker/ Specialist	Team Leader	Senior Management Team
<ol style="list-style-type: none"> <li>1. Ensures achievement of targets and work plans and monitors own performance accordingly.</li> <li>2. Keeps appropriate people informed of progress in key areas</li> <li>3. Seeks guidance when necessary</li> <li>4. Takes account of organisational policies</li> <li>5. Checks for accuracy to get things right first time</li> <li>6. Prioritises work to maximise effective use of resources and effort</li> <li>7. Remains focused when faces with competing demands</li> </ol>	<ol style="list-style-type: none"> <li>1. Works with young people to clarify their needs and thus develop plan to achieve results</li> <li>2. Negotiates, plans ahead and takes decisions to resolve conflicting priorities and changing organisational targets</li> <li>3. Delegates, monitors achievement and supports the work of others appropriately</li> <li>4. Takes responsibility for making and communicating decisions and moving things on</li> <li>5. Demonstrates financial understanding of budgetary systems and identifies and plans the use of all available resources to meet current and future needs</li> <li>6. Engages and collaborates with all parts of CYZ (as appropriate) and takes organisational policies, procedures and strategies into account when planning work</li> </ol>	<ol style="list-style-type: none"> <li>1. Project manage large scale projects, managing risks, to ensure longer term results are achieved</li> <li>2. Identifies organisational development needs and seeks to ensure they are met</li> <li>3. Takes business strategies into account in planning work</li> <li>4. Analyses CYZ performance information to identify and respond to trends.</li> </ol>

## Communication

Communicates clearly and effectively with a wide range of people, taking account of the audience and their needs.

Youth Worker/ Specialist	Team Leader	Senior Management Team
<ul style="list-style-type: none"><li>1. Uses forms of communication appropriate to the audience</li><li>2. Asks relevant questions to clarify understanding</li><li>3. Presents succinct and clear information promptly either orally or in writing, as required</li><li>4. Records information clearly in accordance with procedures and systems</li><li>5. Demonstrates awareness of body language</li><li>6. Takes responsibility for reading and understanding communications sent from CYZ management</li><li>7. Communicates in a courteous, professional and positive manner</li></ul>	<ul style="list-style-type: none"><li>1. Anticipates and manages the impact of messages and information communicated from all sources</li><li>2. Communicates and interprets complex information to others clearly and effectively</li><li>3. Creates environment where team members are encouraged to communicate effectively</li><li>4. Facilitates discussions to achieve collective objectives</li><li>5. Gives constructive feedback and uses communication skills to motivate others</li><li>6. Ensures feedback provided, as requested, to organisational and corporate issues</li></ul>	<ul style="list-style-type: none"><li>1. Seeks opportunities to participate in strategic and corporate decision making processes</li><li>2. Motivates others by understanding and responds appropriately to organisational culture and internal politics</li></ul>

## Continuous Improvement

Actively seeks to improve knowledge, skills and understanding and contributes to improved service delivery

<b>Youth Worker / Specialist</b>	<b>Team Leader</b>	<b>Senior Management Team</b>
<ul style="list-style-type: none"><li>1. Responds positively to change and embraces revised working methods and new learning</li><li>2. Takes ownership for own learning and commits to the training and development required for the job</li><li>3. Looks for and suggests ways to improve current working practices, own and team performance</li><li>4. Ensures agreed changes and new ways of working are implemented and maintained</li></ul>	<ul style="list-style-type: none"><li>1. Creates an environment where change is positively embraced</li><li>2. Finds solutions when faced with difficult situations</li><li>3. Looks for ways to improve own and team performance</li><li>4. Actively promotes and encourages innovation in working methods and new business development</li><li>5. Actively seeks to remove barriers to progress and moves situations forward</li></ul>	<ul style="list-style-type: none"><li>1. Implements improvements to enhance organisational performance</li><li>2. Identifies and promotes organisational learning</li><li>3. Understands wider and changing business and service needs and adapts approach accordingly</li></ul>