

Role location: **Southampton:** No Limits Advice Centre, High Street, SO14 2DF
Typically, 4 hours per week – our Advice Centre is open:

Day and time commitment:

- Monday, Tuesday and Friday: 10.00am to 5.00pm
- Wednesday: 1.30pm to 8.00pm
- Thursday: 10.00am to 8.00pm
- Saturday: 10.30am to 1.30pm

Operations Managers – Advice and Information

Responsible to:

You will also be allocated a Youth Worker mentor

Disclosure and Barring Service Check (DBS):

Enhanced DBS – Child and Adult Barred List

Essential driver?:

No, but must be able to independently travel to the role location

Here at No Limits, our mission is **to empower children and young people to reach their full potential through information, advice, counselling and support.** Our people are key in supporting us to achieve our aims and your role in this is outlined below.

We particularly welcome applicants from diverse backgrounds and those with experiences similar to the children and young people we help and support. We are committed to creating a diverse environment where people can be their authentic self, experiences and opinions are valued, and we all are open to learn from each other.

About the role

Our Advice and Wellbeing Hub – including our busy, vibrant and dynamic Advice Centre – is a safe and friendly one-stop-shop, supporting children and young people on any topic, including: emotional wellbeing and mental health, housing and homelessness, parenting, healthy relationships, substance use, domestic abuse, exploitation, sexual health, offending and crime, looking for work, independent living skills, engaging with education, benefits and money advice.

You will be part of a dedicated team who cover our Advice Centre drop-in sessions – open six days a week – providing information, advice and support to children and young people up to 26 years.

About you – knowledge, skills and experience

To apply for this role, we are looking for someone with the following skills and qualities:

- ✓ Friendly and approachable – able to engage with children, young people, professionals and other responsible adults on a range of issues
- ✓ Non-judgmental, patient, and welcoming
- ✓ Good communication skills – able to listen, ask the right questions and respond
- ✓ Committed, trusted and reliable
- ✓ Ability to role model and build trusting relationships
- ✓ Genuine interest in children and young people
- ✓ Works well both individually and in a team

Information and Advice Volunteer



- ✓ Experience or a good understanding of supporting children and young people – examples can include your family, friends, work, volunteering or studies

Please include on your application form other relevant knowledge, skills and experience which can be from work, volunteering, education or personal experience. We value growth and may make recruitment decisions where not all essential areas are met, but you're able to show an ongoing commitment to learning and development.

Main duties and responsibilities

- Actively help with drop-in sessions at our Advice Centre, supporting and engaging with children and young people – in a non-judgemental way – identifying their needs, and supporting them to explore their options
- Provide high quality, rights-based information, and advice, on a range of different issues
- Provide information and advice in a way that is understandable, inclusive and accessible and enables them to explore options, gain skills and resources, solve problems and make informed choices
- Make sure the Advice Centre is safe and welcoming
- Take part in handovers led by the Youth Workers / Managers, including discussing any issues and safeguarding concerns
- Be approachable and provide a listening ear when necessary
- Only discuss and offer support and signposting when you feel confident in doing so, making sure you do not make promises you / we cannot keep – escalating to Youth Workers / Managers, as appropriate
- Raise any safeguarding concerns with your mentor / Youth Workers at the earliest opportunity

General

- Keep up to date with relevant news, information and guidance provided by No Limits
- Read and follow No Limits' policies and guidelines, particularly safeguarding and confidentiality
- Attend and take part in regular training, meetings and 1-2-1 reviews