



Engagement and Support Project Worker

Applicant Information Pack
September 2026



Introduction

I'm delighted you're considering working with us at Centre 33 within the Engagement and Support team.

Centre 33 has been supporting young people in Cambridgeshire for over 40 years. We work closely with around 4000 young people a year offering a safe space where they can receive free, confidential and professional support in a non-judgemental and welcoming setting. Working across the county, we building local relationships and advocating for young people's needs in local services and communities.



By choosing a career with us you will play an instrumental role, alongside our fantastic staff, volunteers and supporters, in helping us to continue towards our vision of *a future where all young people are listened to, respected and supported.*

Everyone at Centre 33 is passionate about driving positive change to meet the growing need for improved and expanded services to support young people across the county.

I am exceptionally proud to lead Centre 33 and I hope that reading through this pack will inspire you to apply to join us.

Beth Green
Chief Executive Officer

Our History

Centre 33 opened its doors to young people at 33 Clarendon Street on 1st May 1981. *Save the Children* funded our first worker, Maggie Hunter and she quickly recruited a team of volunteers to offer counselling, advice and support to meet the needs of young people in Cambridge.

“It was to be a warm and welcoming space for young people where they could come and be listened to without judgement. All the services were to be free and confidential.”

Now in our 42nd year we continue to reflect on what has changed and what has stayed the same over time. We hold true to the founding ethos of Maggie Hunter and her team and still value the rights of young people to have their own space and to be treated as individuals worthy of respect and support.

To date we have closely worked with over 40,000 young people through counselling, support with caring responsibilities, homelessness, sexual health and more.

We now operate in 5 parts of the county including Ely, Wisbech, Huntingdon and Peterborough and continue to advocate for young people’s needs in their communities.



Our Vision, Mission and Values

Our **Vision** is for:

A future where all young people are listened to, respected and supported

Our **Mission** in Cambridgeshire and Peterborough, is:

- to offer young people **support** with their **practical issues** and **emotional needs** that is free, confidential, empowering, easy-access and high quality.
- to actively work with other local services so that young people's **needs are met**, and their **voices are heard**.

We work closely to these **Values**:

YOUNG PEOPLE LED



We treat young people as **unique individuals** and are **led by their needs**. We focus on their **strengths** and **trust** and **support** them to take a central part in deciding what is right for them.

We ask what they want from us and involve them in the **decision making** about our organisation.

STRIVING FOR EXCELLENCE



We are **experts** in our fields, working to evidence-based best practice. We are **forward thinking** - seeking feedback, and continuously **learning together**.

We **care** intensely about our work - we are committed to making a **positive difference** to the lives of all young people.

COLLABORATIVE



We genuinely value our **working community**, and actively **work together** for better outcomes for young people, **speaking out** on their behalf.

We support each other through challenges and **prioritise our wellbeing** as workers.

INCLUSIVE



We welcome all with **no judgement**. Everyone's diverse experiences, qualities and views are important to us.

We are easy to approach, we don't turn away, we **listen** and **support**. We welcome and celebrate **diversity**.

Strategic Plan Goals

Our Strategic Plan outlines our four strategic goals for the next five years. These have been developed through a process of consultation and review with young people, staff and wider stakeholders in the sector.

The goals build on the strong foundations of Centre 33's work and understanding of local needs developed over 40 years; including the significant work of the last three years:

- Delivering support to more young people, with increasingly complex needs from a wider geographical area.
- Responding and adapting our services and ways of working in response to COVID-19.
- Working with local partners to strengthen the local system of support for young people, through sharing best practice/data, co-production, and capacity building.
- Strengthening our central resources in admin, HR, data, evaluation, communications and fundraising.
- Rapidly growing our income and delivery teams to meet the above demands.

Our four strategic goals fall into areas of impact and areas that enable the impact of our work.

Impact Goals

All young people across Cambridgeshire and Peterborough can **receive holistic support that is accessible, high quality, impactful, targeted and led by them.**

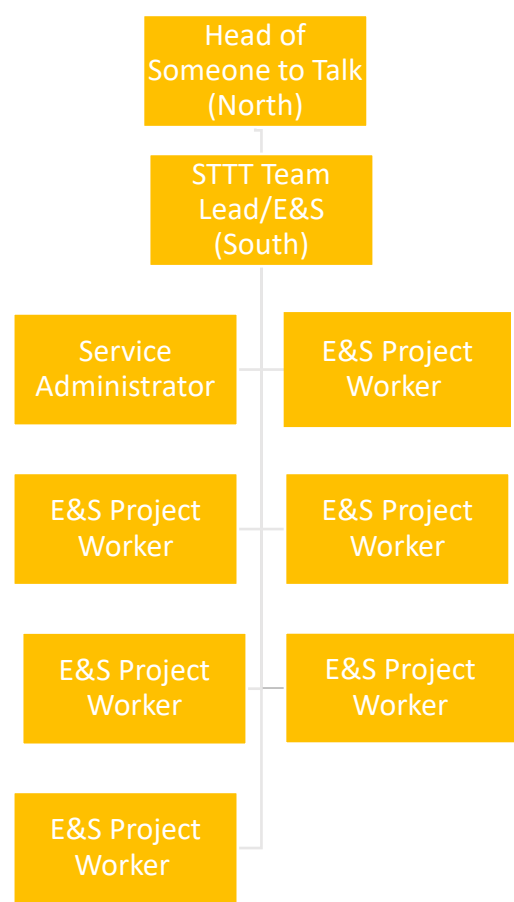
Centre 33 advocates for positive change for young people through dissemination of knowledge and best practice, and collaborative working to ensure high levels of understanding of their needs and clear pathways of support.

Enabling Goals

Centre 33's workforce and governance is high quality, stable and diverse: working in quality community-based hubs and practices.

Centre 33 has financial stability over at least a five- year period; achieved through a clear vision, adequate resources, compliance with best practice and legal requirements; and an established funding mix.

Engagement and Support Team Structure



Engagement and Support Worker

Job Description – 2026

Key Terms and Conditions

Hours	Full time (35 hours per week) The hours of work for this role are our core opening hours of 10am to 6pm, with one short day (Monday for South posts or Friday for North posts). Plus alternate Saturdays (Saturdays are shorter days and when worked, replace the shorter weekday).
Duration	Permanent
Responsible to	Team Lead
Location	This role requires working every day from our Centre 33 hubs. North-locality-based roles will either work from our Peterborough & Wisbech hubs or our Peterborough & Huntingdon hubs South-locality-based roles work from our Cambridge & Ely hubs

Purpose of the Role

You will work collaboratively within a multi-disciplinary team in Centre 33's Someone to Talk to Service to provide excellent, safe, responsive and impactful holistic support to young people aged 13-25 who are experiencing a range of presenting issues. Your role will include undertaking 'triage' sessions, follow up calls, some booked sessions with young people and delivering short-term practical and emotional support to a caseload of young people. You will be confident assessing and managing risk and Safeguarding concerns and making onward referrals or liaising with other professionals as appropriate. You will support the wider work of the team, and the continuous development of the service. You will also represent and promote needs of young people/Centre 33 in relevant networks or initiatives.

This role will work to Centre 33's values of being young people led, collaborative, inclusive and striving for excellence.

Principle duties

Service Delivery

- Work collaboratively within a multi-disciplinary team in Centre 33's Someone to Talk to Service to provide excellent, safe, responsive and impactful support to young people aged 13-25 who are experiencing a range of practical and emotional difficulties.
- Deliver 'triage' sessions at our Drop Ins and follow-up calls with young people, in line with goal based approach. This includes collaboratively assessing needs and risk, addressing those needs through initial case management, and facilitating a shared decision –making process to determine next steps.

- Deliver short-term ongoing support to a caseload of young people, tailored to meet their individual needs.
- Deliver sessions face-to-face, and via phone or online video platforms, as needed.
- Undertake regular and robust risk assessments during work with young people and ensure effective management and recording of risk. Escalate risk or Safeguarding concerns and, where appropriate, liaise with external professionals and/or complete onward referrals.
- Signpost or refer young people to alternative support where appropriate.
- Incorporate outcome measures and feedback processes into sessions in a collaborative, meaningful way, following Centre 33 procedure and best practice.
- Ensure accurate and timely records of sessions, outcome measures and other contacts are made on our CRM system, and other required data is collected and recorded.
- Follow administration processes effectively to ensure the smooth-running of the service.
- Embody our young-people-led approach throughout your work with young people by: actively listening; promoting agency and choice; undertaking collaborative decision-making; seeking and responding to feedback; and advocating for their needs.
- Have an openness to learning and developing, including learning from feedback and engagement/non-engagement, and reflection on what has worked well and what hasn't in your interactions with young people.
 - Engage in regular supervision and case management reviews to enhance the support for young people and to ensure safe practice.

Service support and development

- Support the work of wider teams within the Someone to Talk to Service and Centre 33, and the general smooth-running of the hubs, including helping to cover where we have gaps and contributing to communal tasks.
- Support a culture of shared responsibility for health and safety practices, risk management or safeguarding – supporting colleagues as needed, reporting any concerns to line management and taking immediate action as required.
- To apply learning and knowledge to a chosen area of interest in young people's support to develop and support the skills of other team members as appropriate.
- Provide support and guidance to Drop in volunteers, including supporting induction.
- Support the service understanding of barriers young people experience to access support, strive to increase the accessibility of the service with a particular focus on under-represented communities.
- Promote the involvement of young people in planning, delivery, and evaluation of services.
- Learn from best practice, including external quality standards and practices, and take part in quality processes such as audits.
- Support the monitoring and evaluation of the service by ensuring relevant data and feedback is collected and recorded and ensuring we learn from evaluation.
- Contribute to the continuous development of the service, providing feedback and input where requested, and proactively making suggestions for improvement.

Communications and Stakeholder Engagement

- Keep up-to-date with knowledge, issues and external developments that may impact on your work area.
- Maintain a good knowledge and understanding of young people's support services and pathways, in the statutory and voluntary sector, to ensure appropriate signposting and referrals.

- Represent and promote needs of young people/Centre 33 in relevant networks or initiatives to share our experiences and also to bring learning back to the organisation as appropriate.
- Support and assist promotion of the service through workshops and events.

Organisational

- Attend and participate in team and organisational meetings, training days and events, as required.
- Attend and actively engage in regular 1-to-1 support with your line manager, regular clinical supervision and reflective practice spaces.
- Be mindful of resources within the organisation and prioritise the available resources appropriately
- Undertake any other duties, as appropriate to role, as agreed by Centre 33 Heads of Service.
- Undertake all duties in accordance with Centre 33 policies and procedures, with particular reference to the Equality and Diversity, Safeguarding, Information Governance and Health and Safety Policies.

The postholder may be expected to undertake other duties from time to time, under the direction of the Young Carers Project Service Manager, relevant to the grading of the post.

Engagement and Support Worker Person Specification – 2026

Criteria	Essential	Desirable
Experience	• Experience of working with vulnerable young people - ability to encourage, motivate and support. • Experience of client assessment and risk assessments • Substantial experience and knowledge of child protection and safeguarding procedures • Experience of using web-based Management Information Systems.	• Experience of working in the voluntary sector. • Experience of monitoring and evaluating services and using evaluation evidence to make improvements. • Experience of involving service users in commenting on, changing and planning services • Experience of working with and supporting volunteers

Ability	• Ability to co-ordinate a complex workload within time limits. • Ability to initiate new areas of work and to make suggestions or proposals to your manager • Excellent communication skills both verbally and in written communications (internally & externally). • Ability to enable people to identify their long-term goals and the steps they might need to achieve them • An ability to reflect on your professional practice and to proactively seek resources and support for personal development. • An understanding of and commitment to the promotion of Equal Opportunities. • Knowledge of H&S procedures and risk assessments	• Knowledge of statutory services (including social care and mental health services) their function and appropriate referral procedures. • An understanding of a broad range of therapeutic interventions.
Personal Qualities	• Ability to demonstrate working within Centre 33's values within their practice inclusive and specialist; supportive and non-judgemental; and collaborative and accountable • Positive, self-motivated, pro-active and flexible. • A trustworthy and effective team member	
Other	• Strong IT literacy in general (and specifically Word, Excel and Outlook). • Experience of using web-based Management Information Systems; • The ability to work evenings and/or Saturdays as required • Willingness and ability to travel to different locations within Cambridgeshire and Peterborough. • Full drivers licence and access to a car.	

The successful candidates will receive a range of benefits including:

- competitive salary
- generous pension contribution
- excellent on-going training and development opportunities
- support from an established and reputable team
- company sick pay post probationary period
- team days and activities
- wellbeing focus
- regular line management
- flexible working

- 25 days holiday increasing to 30 after 5 years' service (plus bank holidays)
- holiday buy
- paid long service sabbatical leave
- employee referral scheme
- employee assistance programme

All roles at Centre 33 may involve access to information about young people and as such all new employees and volunteers will be subject to an enhanced DBS check. **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature of the position and circumstances and background of your offences.

Further Information

Equality, Diversity, Inclusion and Belonging at Centre 33

Centre 33 is committed to encouraging equality, diversity and inclusion among our workforce and users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and for each employee, volunteer and service user to feel respected.

Our over-arching goals are:

- We encourage equality, diversity and inclusion in the workplace and create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- We commit to **actively reaching out to all communities** of young people, investigating how we can welcome them to our services and breaking down any barriers to access.
- We commit to **challenging** instances of any power **imbalances** that may leave some people in our services or on our team at risk of harm or disadvantage.
- We commit to valuing and **improving diversity in our workforce**, governing body and volunteer base—we want to reflect the communities we work with.
- We commit to **using language and communications that don't alienate**, discriminate against or misrepresent any group.

Safeguarding Statement, Rehabilitation of Offenders Act 1974

All staff and volunteers at Centre 33 undertake an enhanced DBS Check. **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature, circumstances and background of the offenses. If you have a criminal conviction, other than those spent under the terms of the Rehabilitation of Offenders Act 1974, please contact hr@centre33.org.uk and they will confirm the process for confidentially informing us.