

# introduction

do you want to work in a job that's rewarding, challenging and fun?

**Where each day is different? Do you want a sense of achievement and satisfaction? A job where there are lots of opportunities to gain qualifications and work your way up the ladder?**

There's never been a better time to work with children and young people. It's a growing sector and there is an increasing demand for staff at all levels, from all backgrounds.

There are opportunities for everyone; whether you are just leaving school, in need of a change of career or looking to get back into employment, there's a job working with children and young people for you!

Most roles can be flexible and fit round various lifestyles. You could set up your own day nursery, or work in your own home as a childminder. You could work with young people helping them to engage with various projects and make a positive contribution to their local community.

Not only do you get to enjoy playing, having fun and spending time with children and young people, but you are also teaching them and helping them to develop and learn.

The skills they learn now will be used for the rest of their lives, such as how to get along with other children, or how to deal with various situations and make their own decisions.

There are many other roles where you may not be working directly with children and young people on a day to day basis, but you provide valuable support to children, young people and families, such as a social worker or family support worker.

There are plenty of opportunities to develop your career and gain training and qualifications. Through the government's Every Child Matters agenda, children and young people's services are expanding which will provide more opportunities for people who want to work with children and young people. It's also an important career, as those who work in it play an incredibly valuable role in shaping the lives of future generations. It's a career you can be proud of.



For many roles, a lack of formal relevant qualifications isn't a hurdle. You can learn on the job and many employers will help and encourage you to gain training and qualifications. There are a range of courses available at all levels and open to all. Most jobs will require you to have a Criminal Records Bureau check. See volunteer section overleaf for more information.

This pack will give you an idea of what it's like working with children and young people, the variety of roles you could do, what qualifications are available and help you gain a better understanding of working in this dynamic sector. You will also find out what it's really like from people who do the job.

Accompanying this pack there is a **'Quick Guide to Play & Childcare Qualifications'**, which will give you more information on the qualifications you could do within the childcare, early years and play sector.

## men we need you to?

Working with children and young people isn't just a job for women. Men have a valuable role to play. There are some children who don't have a central male figure in their day to day lives who could benefit from a positive role model. A growing number of men now work with children and young people and many jobs now have more status as people recognise what an important career it is and what a vital role it has in shaping future generations.

**Kevin, nursery nurse,** began working in childcare after being made redundant;

**I find my job extremely rewarding because I love knowing I am helping children and parents to get a little bit more out of life. The children respond really well to having a male role model and I feel it is essential for them to learn to interact with men as well as women.**

# volunteering

is a great way to gain experience

**Volunteering is a great way to gain experience of what it's like working with children and young people. Even if it's just a couple of hours a week, you can gain invaluable insight into what the role involves and the skills needed. You have the opportunity to speak to people who do the job on a day to day basis and also build upon the skills you already have. Volunteer experience also shows to future employers your dedication and interest in this exciting career.**



If you are volunteering with children and young people, you may need to have a Criminal Record Bureau (CRB) Check. CRB checks show current and spent convictions, cautions, reprimands and warnings held on the Police National Computer. They are carried out to ensure that unsuitable people are not able to work with children and vulnerable adults. If you do have any past or current convictions etc, don't be put off by this as they may not affect your suitability to work with children and young people.



The Criminal Records Bureau can issue checks for volunteers free of charge, so long as the person meets their criteria. For more information on CRB checks please visit **www.crb.gov.uk** or call 0870 90 90 811.

If you do begin volunteering, the setting will also be able to give you more information about CRB checks and whether you are required to have one.

If you would like to gain experience through volunteering, contact local providers, such as local schools, youth groups, nurseries, pre-school playgroups etc. You can also find out about local volunteering opportunities from Trafford Volunteer Centre, please see useful contacts section or visit **www.do-it.org.uk**



# working in day care



**Day nurseries look after children aged from 3 months up to 5 years. They are usually privately owned but some may be run by the local authority, voluntary, or community organisations. Day nurseries are usually open from 8am to 6pm to cater for working parents. They offer full time and part time care, as well as providing early education for 3 and 4 year olds.**

Pre-school playgroups offer sessional part time care for children usually aged between 2 and 5 years. They can be run by private, voluntary or community groups. They also offer early education for 3 and 4 year olds.

Both types of settings provide fun and stimulating play and learning opportunities, which fit in with the Every Child Matters agenda and the Early Years Foundation stage. Adults within these settings play an important part in the early development of children in their care. Their role involves them encouraging children's concentration, creativity, imagination, ability to solve problems and general sense of discovery.

## what does it involve?

**Depending on the age you work with your role may involve you;**

- Planning and facilitating activities such as arts and craft, cooking, numeracy and literacy activities, music etc.
- Setting up and clearing away.
- Observing and monitoring children.
- Developing relationships with the children and their parents/carers.
- Talking to parents/carers about their child's progress and giving advice to parents on various issues such as behaviour, diet, sleeping etc.
- General day to day care of children, if working with babies this will involve you changing and feeding. With older children this will involve you helping them get dressed, supporting them at meal times and toileting.

## skills you may need

- Like children and enjoy being with them.
- Knowledge of children's physical, intellectual and emotional development.
- Excellent communication and organisational skills.
- Be observant.
- A sense of fun, energy and patience.
- Knowledge of first aid, hygiene and nutrition is useful, and attention to safety is very important.

## what now?

You do not necessarily have to be qualified to work in a pre-school playgroup or day nursery, although it will help. You can begin working as an assistant and train whilst you are working. It will help if you have experience either paid or voluntary. It is worth bearing in mind that day nurseries and pre-school playgroups do need to have a certain number of qualified staff (who have at least an NVQ Level 2 in a childcare related subject) in order to comply with Ofsted regulations.

There are various qualifications you can do; NVQs, CACHE Diploma's, City & Guilds or BTEC, apprenticeships, Foundation degrees and degrees. For more information on available qualifications please see the qualifications booklet in this pack. You may be eligible for funding of up to 75% of your course fees from Trafford Sure Start. For more information on this please contact Cath Petrou, Trafford Sure Start Training Officer on 0161 912 3233.

By 2010, the government aims to have Early Years Professionals (EYPs) in all children's daycare centres in the private, voluntary and independent sectors. With experience, qualifications and support from your employer (or local training provider) you may be able to work towards EYP status.

**From being young I have always wanted to work with children. When I left school I went to study for my NNEB (Nursery Nursing qualification) at South Trafford College. When I qualified I began work at St Mary's Hospital in the staff nursery.**

After two years of being a nursery nurse, I felt a thirst for further knowledge and a challenge. In 1997 I took on the role of Playwork Co-ordinator, this involved daily running of the two breakfasts clubs, after school and holiday clubs. I enjoyed this very much especially the responsibilities and organisation. I took this opportunity to do lots of different training courses with children aged 4 - 11 years. Sadly the clubs closed in 1999.

I then decided that I wanted to travel abroad and work on summer camp. This led me to Seacamp in Florida Keys. My role was being nanny to the director's children but also training for and teaching scuba diving, life guarding and aqua marine science sessions. I did this for two years before returning home to the UK.

In 2001 I began work at Sale Private Day Nursery as a Nursery Nurse/Playworker and gained my NVQ Level 2 in Playwork.

In 2004 I became nursery manager of Sale Private Day nursery Ltd. I have undertaken management training courses as well as early years training courses run by Trafford. Within the nursery I am also Special Educational Needs Co-ordinator (SENCO) and Training Officer.

My role involves ensuring the nursery runs smoothly day to day, managing staff and delegating tasks; I also work in the rooms with the children when needed. I have to work within budgets set by the nursery owner, deal with enquiries and complaints, and talk with prospective and current parents/carers. I also have to do administrative tasks such as ensuring all staff and child records are up to date.

My thirst for further education returned in September this year when I began my Early Years Foundation Degree at Edge Hill University.

**I'm quite a fast learner and tend to thrive on challenges and responsibility; this is when I work best.**



Michelle, Nursery Manager, Sale Private Day Nursery Ltd



what's  
it  
really  
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## useful contacts

### Training Officer

Sure Start Early Years Team  
Children and Young People's Service  
4th Floor, Waterside House, Sale, M33 7ZF  
Tel: 0161 912 3233  
surestart.training@trafford.gov.uk

### National Day Nursery Association

Tel: 0870 774 4244  
www.ndna.org.uk

### Professional Association of Nursery Nurses (PANN)

www.pat.org.uk

# childminding

## and other home based carers



**Childminders usually care for children under the age of 8 in the childminders home. They are self employed and decide their working hours and rate of pay. Childminders are flexible in their role and work with parents to try to meet the parents and children's needs.**

Depending on their circumstances, registration status, or how much space they have, childminders may care for up to six children under 8 years old, and only three of these can be under five. Of the three children aged under 5, only one may be under 12 months old (there may be exceptions to this in the case of twins.) This also includes their own children.

Childminders look after the physical, emotional, educational and social well being of the children in their care, by providing stimulating play and educational activities.

Childminders have to be registered by the Office for Standards in Education (Ofsted). Ofsted ensures that childminders are suitable to work with children by carrying out a Criminal Records Bureau (CRB) check, check that they provide a safe, stimulating and caring environment, and work in partnership with parents. Childminders are inspected every 3 to 4 years by Ofsted.

### **Nannies and other Home Based Carers**

Nannies and other home based carers, work within the family's home and are employed by the parent/carers. Their role varies depending on the ages of children and the needs of the family. They will usually fit in with the parents/carers working hours. As well as caring for the children and providing stimulating educational and play opportunities, nannies and home based carers may also do additional jobs such as cooking.

Home based carers can choose to be registered with Ofsted if they wish, on the Voluntary Childcare Register. If a home based carer chooses to register, the parents using them may use the childcare element of the Working Tax Credit to help pay for some of the care. In order to be listed on the Voluntary Childcare Register, Ofsted will check that the carer has a current first aid certificate, and that they are suitable to work with children, by carrying out a CRB check.

## skills

### you may need

- Like children and enjoy being with them!
- Understand child development and be creative and imaginative.
- Be observant.
- A sense of fun, energy and patience.
- Knowledge of first aid, hygiene and nutrition is useful, and attention to safety is very important.
- Excellent communication and organisational skills.

## what does it involve?

### **Both Childminding and Home Based Carers;**

- Plan and provide a stimulating environment for the children in your care. Such as art and craft activities, outdoor play, baking, etc.
- Plan, prepare and serve meals to the children in their care. This may include preparing bottles, feeding and changing nappies.
- Build up good relationships with the children and parents/carers.

### **Childminders will also need to;**

- Follow the Every Child Matters outcomes and the Early Years Foundation Stage document.
- As childminders are self employed and run their own business, they need to have the ability to keep financial records, records on the children they care for and a portfolio of their work.

## what now?

All childminders have to undertake a short registration course, Unit 1 of Diploma in Home-based Care (DHC).

You must also attend a childminder briefing session; these are organised regularly by Trafford Sure Start. The briefing session will give you more of an idea of what it's like to be a childminder, what Ofsted expect from you, and what you can expect from them. It also gives you the opportunity to ask the Childminding Network Development Officers any questions you may have. At the briefing you can also enroll on the DHC. For more information about this please contact Trafford Sure Start Children & Young People's Information Service on 0161 912 1053 or e-mail [CYPIS@trafford.gov.uk](mailto:CYPIS@trafford.gov.uk).

Once registered it is also possible to undertake further training. Trafford Sure Start offer various short training courses, covering a wide range of topics that fit in with the Every Child Matters agenda. These courses cover topics such as Food Safety, Equality, First Aid, Fabulous Felt and Signalong. You could also do an NVQ or CACHE Diploma. You will also get support, advice and guidance on good practice from Trafford Sure Start Childminding Network Development Officers, as well as other childminders once you are registered.

As a Nanny or home based carer you don't necessarily need any qualifications, although some employers and employment agencies will prefer you to have a childcare qualification. You may need experience of working with children. You do not have to be registered with Ofsted but you can join the voluntary childcare register. As with childminders, once you are working with children you may wish to do an NVQ or CACHE diploma.

**I have been childminding for 2 years now, and I am really enjoying my job. I made the decision to become a childminder because I really wanted to work with children, but I couldn't afford to go to college full time to re-train. Childminding however gave me the perfect solution; I could work with children, earn good money and do my NVQ 3 in Childcare Learning and Development all at the same time.**

There was help from Trafford Sure Start with the funding of my NVQ course. The course took me a year and a half to complete and I am now fully qualified to work as a nursery nurse or teaching assistant. However I am now more than happy to continue with childminding. (As a childminder) you have all the perks of being your own boss, which is great, you can choose what hours you want to work, and you work in your own home, so no getting stuck in traffic! After saying all that it is a very hard working job and you do need lots of patience.

I think it is important to become part of a childminding group however daunting it may seem at first. It is a really good way to meet other childminders, as it can be a lonely job, so you really need to get out there and mix with other minders. This is also a great chance for the children to mix and play with other children.

The day can be very busy with breakfast, playgroups, lunch and school pickups, and that's as well as managing behaviour, changing nappies and toileting etc. The actual taking care of children is not the only side to childminding, as there is also paper work to be done. I have a portfolio of all the policies and procedures I have in place and I have to complete contracts and child record forms with my parents, fill in the accident book when necessary, and keep attendance records. As it's my own business I also have to keep my accounts up to date.

**I am really happy with my job, I have lovely children and parents to work with and I have met some really nice people, who have become good friends.**



Katrina, Registered Childminder



what's  
it  
really  
like

## useful contacts

### **National Childminding Association**

Royal Court, 81 Tweedy Road,  
Bromley, Kent, BR1 1TG  
Tel: 0800 169 4486  
Web: [www.ncma.org.uk](http://www.ncma.org.uk)

### **OFSTED (Office for Standards in Education)**

Royal Exchange Buildings  
St Ann's Square, Manchester  
M2 7LA  
Tel: 0845 6 40 40 40  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

# family support worker



**Family support workers work with families who may be experiencing some kind of difficulty and need practical help and emotional support to meet the needs of their child/children. This could be financial difficulties, drug and alcohol abuse, a parent in hospital or prison, or a child or parent with a disability.**

Families are usually referred to a family support worker from social services. Most of their time is spent visiting families within their home, so working hours can vary as they may have to visit in the evening or at weekend. Some time is spent in the office as they liaise with other services and write reports.

The key role of the family support worker is to support the parent/carer and help them to develop their parenting skills. This may be through demonstrating tasks such as feeding and bathing. They are there to act as a role model, offer advice and assistance and to listen to the parent/carer and value their views, wishes and feelings.

## what does it involve?

- Tailoring what they do to suit the individual needs of the family.
- Liaising with other services, such as social services, health visitors.
- Carrying out 'planned activities' to help develop parenting skills.
- Helping parents to understand the importance of play in their child's development, encouraging them to attend workshops and courses, develop behaviour management strategies, managing budgets etc.
- Involvement in the assessment of the family situation under the guidance of a social worker.

## skills you may need

- Excellent communication skills and the ability to build relationships with various people.
- Sensitive, empathetic and non-judgmental.
- Excellent organisational skills and able to work flexibly.
- The ability to stay calm in difficult situations.
- Able to encourage others and build their self-confidence.
- Work independently and part of a team.
- Knowledge of child development.
- Good observational skills and ability to understand and read people's feelings.

## what now?

Experience of working with children and families is essential to this role. This can be paid or voluntary and may be obtained in various settings such as; nurseries, children's homes, children's centres, youth work projects, or family refuge centres. Although having qualifications in early years and childcare, such as CACHE Certificate or Diploma in Child Care and Education, may help.

Once employed as a family support worker, your employer will provide you with training which will help you in your role such as first aid, child protection, working with families, legal frameworks and policies, assessing families etc.

There are also various qualifications you could work towards such as a foundation degree in Professional Studies in Family Support. You may also progress into social work (see social worker profile)

**Hi my name is Jo and I'm a Family Support Worker at Old Trafford Community School and Children's Centre. I started my career by training to become a nursery nurse and from there I have worked as a nanny, childminder, carer for children with disabilities, a teaching assistant and then two years ago decided that I wanted to use the experience I had gained through working with children to support the whole family.**

My role as a Family Support Worker is extremely varied and includes the delivery of services like Story & Rhyme sessions, Incredible Years - Parenting classes and Health Walks. I also support individual families, which can involve being a friendly listening ear, or signposting parents to other services and doing outreach work.

**The job is enjoyable and extremely rewarding.**

what's  
it  
**really  
like**



Jo, Family Support Worker, Old Trafford Community School



## useful contacts

**General Social Care Council**  
Goldings House  
2 Hay's Lane  
London  
SE1 2HB  
Tel: 020 7397 5100  
[www.gsc.org.uk](http://www.gsc.org.uk)

# play work

**Playworkers work in Out of School Clubs, Holiday Schemes and Playschemes with children of various ages, usually between 3 years 6 months and 12 years, though you may sometimes work with young people aged up to 16 years.**

Play helps children to learn about themselves, helps their concentration, and plays a large part in their creative, imaginative, social and physical development. It also gives them the opportunity to develop their ability to deal with risk in a variety of situations.

Playworkers guide and support play, making sure that it is fun and creative. An important part of a playworker's role is to provide a challenging and secure environment. The play opportunities they provide stimulate children, helping them to build relationships and become independent.

They deal with any injuries and emergencies, and make children aware of safety by pointing out hazards.

As a playworker you may work in a variety of settings, including play centres, adventure playgrounds, mobile play buses, holiday playschemes and hospitals. Most playwork roles are mainly in out-of-school hours such as in breakfast and after school clubs, and in the school holidays. Some may involve weekend and evening work. Once working as a playworker it is possible to progress and become playleader/supervisor.

## what does it involve?

**You may be involved in;**

- Planning and providing resources for activities, often planning is done with the children.
- Empowering children to make their own choices and giving them the freedom to spend their leisure time in their own way.
- Working with the children to promote and encourage positive behaviour.
- Encouraging independence and self-esteem.
- Working in partnership with parents/carers, and other professionals.



- Some admin tasks such as keeping records and looking after petty cash.
- Building relationships with children and talking with them about their concerns or worries.

## skills you may need

- An understanding of the importance of play in children's development.
- Lots of energy, a sense of fun, flexibility, and patience.
- The ability to work as part of a team and have good communication, planning and organisational skills.
- The ability to build relationships with children and young people of various ages.
- Be creative and imaginative.

## what now?

You do not have to be formally qualified to gain employment as a playworker, though you will need experience in working with children and young people. This can be gained through volunteering. You can gain qualifications whilst you are volunteering or working in a setting, although all staff must have playwork induction training that meets the playwork induction standard.

Once employed as a playworker it is possible to undertake training at all levels.

You can go on to do NVQs, CACHE Diplomas and degrees relating to playwork.

For more information on available qualifications please see the qualifications booklet in this pack. You may be eligible for funding of up to 75% of your course fees from Trafford Sure Start. For more information on this please contact Cath Petrou, Trafford Sure Start Training Officer, please see overleaf.

**After moving to a new area not knowing a soul, I spent most of my days at home with my one-year-old son. I visited the local toddler group once a week, this is where I enrolled on a course called making choices. It was a one-week course discussing careers within childcare, my son went to the crèche that the course provided.**

I expressed to the course tutor that I was interested in Playwork as the guest speaker on Playwork sounded the most interesting to me and this work would not affect my time with my son as much as my previous career. The tutor suggested another free 2 day course called Take Five for Play. I enrolled on this course with the help of the Children & Young People's Information Service and volunteered a few hours of my time at the local after school club to gain some valuable experience.

Two years on and I have now completed my NVQ Level 2 & 3 and I am employed at my local after school club where I originally volunteered. My mentor through my experience was the guest speaker at the original Making Choices course who is now my Manager.

**I love Playwork, no two days are the same and the work life balance is excellent.**

what's  
it  
really  
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Karen, Playworker, at an After School Club



## useful contacts

**Training Officer**  
Sure Start Early Years Team  
Children and Young People's Service  
4th Floor, Waterside House  
Sale, M33 7ZF  
Tel: 0161 912 3233

**SkillsActive**  
Castlewood House  
77-91 New Oxford Street  
London, WC1A 1PX  
Tel: 020 7632 2000  
[www.skillsactive.com](http://www.skillsactive.com)

# social work and care



**Social work and care is all about working with people. Social workers and care workers develop relationships with people, and by listening, advising, advocacy and counselling, help people to deal with their problems. They also form relationships with other people and professionals related to their clients such as family members, NHS workers, the police, and schools. The social care workers role is to support the social worker in helping their clients and delivering a care plan.**

Social workers can specialise in working with children and families. They may be based in the community or in a social care home. They will be part of a team and have their own case load to manage.

It doesn't matter what your background or qualifications are to work in social care, and there may be many opportunities in your community for voluntary and paid work helping people.

Once working as a social worker, you have to undergo continual training and it is possible to progress into management positions.

## what does it involve?

- Helping parents who cannot cope with bringing up their child.
- Protecting children believed to be at risk.
- Arranging foster homes or adoption for children who cannot be cared for by their own families.
- Settling children into their new home.
- Helping families stay together, perhaps by giving advice on parenting, or drug and alcohol abuse.
- Writing reports on families you are working with and being involved in case conferences.
- Assessing and interpreting people's needs, and plan the care and support needed.

## skills you may need

- The ability to empathise with clients and to gain the trust of people from all kinds of backgrounds.
- Excellent communication skills.
- Being non-judgmental, have strong negotiating skills, resilience and not become burdened by the problems you encounter.
- You must be able to manage and prioritise your own workload and have good team skills.
- Be observant and able to read situations.
- The ability to react quickly and calmly and be able to defuse potential confrontations, using a calm, professional manner.

## what now?

Social Workers are professionally qualified with a degree or postgraduate qualification in Social Work recognised by the General Social Care Council. Many social workers start out working in social care, and many of the degree courses require experience in this role.

Social care workers do not need a professional social work qualification but often go on to train as a social worker. Some employers in the social work and social care sector will sponsor you through your social work training.

**I began my career in social work through a friend who managed a children's home. I volunteered at the home for 18 months and was encouraged to actually get a job in residential social care. I really enjoyed my volunteering experience and loved working with the kids.**

I worked in social care for about 6 years, and worked my way up to Acting Children's Home Manager. I was given all sorts of in house training, and decided to study for my Diploma in Social Work (DipSW).

Following my job at the children's home, I applied for a post in the fostering and adoption service with Trafford Council. I have been in the team ever since, and am now a Senior Practitioner. Altogether I have worked in social work for about 20 years!

My current role on the Family Placement Team in Trafford Council, involves me recruiting and supporting foster carers, delivering training, and placing children and young people with families. I use my knowledge and skills to make sure the children and young people get the best possible care and service available. I also help in marketing fostering, as we always need more foster carers!

There is a lot of multi-agency working in social work, so I get to liaise with lots of other services and work with them to help support the foster carers and the children/young people. We all provide a different service but our goal is the same - to help that child/young person to have positive and encouraging experiences.

I get a huge amount of satisfaction from my job. I get to see the foster carers develop skills they already have and learn new ones, whether they are parents themselves or not. I help children who have usually had damaging experiences, and find them a placement where they can be helped and given the support they need. My job is extremely varied, and I have to work under pressure. When I get an urgent phone call and it has to be dealt with there and then, I have to act quickly but also still ensure that the child/young person's needs are met.

**I get to go home feeling I have achieved something!**



Sean, Family Placement Team



what's  
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really  
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## useful contacts

**Social Work and Care  
Careers information from the  
Department of Health**

Telephone: 0845 604 6404  
[www.socialworkandcare.co.uk](http://www.socialworkandcare.co.uk)

**General Social Care Council**

Goldings House  
2 Hay's Lane, London  
SE1 2HB  
Tel: 020 7397 5100  
[www.gsc.org.uk](http://www.gsc.org.uk)

# teaching assistant



## Teaching Assistants support access to learning for pupils and provide general support to the teacher.

There are various other names for a Teaching Assistant such as Classroom Assistant, Learning Support Assistant, Learning Mentor, or non-teaching assistant. The role of Teaching Assistant can be extremely varied and may depend on where they work. They may be employed by a primary, secondary, special needs school, or the local authority. They may have responsibility for one particular pupil who may need one to one support, a small group of pupils, or working with pupils on developing certain areas of the curriculum such as language or literacy. Teaching assistants may work with pupils of all ages and abilities within one setting.

There are various levels of teaching assistant and after relevant training you may progress up the ladder and gain employment as a Higher Level Teaching Assistant (HLTA). This would involve having more responsibility, supervising other teaching support staff, supervising whole classes under supervision of a teacher, and contributing to lesson planning.

## what does it involve?

- Helping children with their work, such as reading, writing, numeracy and helping them learn through play.
- Tidying classroom equipment, materials and getting things ready for lessons, such as handing out pens and paper.
- Observing and recording pupil progress.
- Administrative duties, such as photocopying and ordering supplies.
- Supervising children, eg, in the playground or on school outings.
- Helping with art and craft activities and arranging displays of work.
- Liaising with parents or carers and other teachers in the school.
- Helping children who need extra support to complete tasks.
- Looking after children who are upset or have had accidents.

## skills you may need

- Enjoy working with children and young people.
- Excellent organisational and communication skills, and the ability to build good relationships.
- Good understanding of child development and learning.
- Patience, flexibility and energy and the ability to take control.

## what now?

Although some schools do ask prospective teaching assistants to have a qualification, not all do. If you don't have any qualifications, you could volunteer in a local school, even just for a few hours a week to gain some experience. It is possible to train towards a qualification whilst working as a volunteer within a school.

There are various qualifications available, and once working as a teaching assistant, it is possible to train to a higher level. You could do an NVQ, apprenticeship or foundation degree. If you are employed by a school in Trafford, you may be able to get funding to help pay for your training. Visit the teaching assistant section of [www.traffordlearning.org](http://www.traffordlearning.org).

Please note that if you are working as a volunteer in a school, you will not be entitled to this funding. Although you may be eligible for help directly from the college, or contact Trafford Direct Student Support.

For more information on training as a teaching assistant please visit the support staff section of the Training and Development Agency for Schools website. (please see overleaf).

**After leaving school I attended college to study an Advanced GNVQ in Health and Social Care. After gaining this qualification I applied and gained a job working in a children's home as a support worker. I then undertook NVQ Level 3 Early years care and Education, and I applied for a Teaching Assistant post at Ashton on Mersey School in Sale. I have been working here for the past 7 years, and in Dec 2005 I became a Higher Level Teaching assistant and have been given further responsibilities within the school. The job involves a wide range of skills and no two minutes are ever the same!**

I am also a form tutor and take the attendance of all children, and have responsibility for their pastoral care. We discuss what's happening in school and any other matters that I have been asked to pass on to them. I accompany them to assemblies and listen to any problems they may be having. I help them through these whenever possible.

I spend a lot of my time supporting upper school pupils with behavioural difficulties and learning needs which can be very challenging. I also work with 2 boys who have Autistic Spectrum Disorder (ASD). Planning ahead with the teachers and the Special Education Needs Coordinator (SENCO) is essential and together we use different tried and tested strategies to keep the pupils on task.

Part of my role is also liaising with local colleges discussing pupils who attend the Increased Flexibility Programme. I help to organise the courses for Year 10 and 11 pupils who attend day release courses as an alternative to some GCSE subjects. They attend courses such as Hairdressing, Car Maintenance and Catering and aim to gain NVQ's. This project takes a lot of co-operation between school and the course providers and takes considerable time. This also takes me out of school on various occasions to visit the pupils whilst on placement. I particularly enjoy this area of work because of the variety it offers.

**I love the variety of my job and the opportunities that I have had to make a real impact on children's learning and their life.**



Victoria, Higher Level Teaching Assistant, Ashton on Mersey School



## useful contacts

**School Improvement Service Training Officer**  
Education and Early Years  
Children and Young People's Service  
Tel: 0161 911 8649. [www.traffordlearning.org](http://www.traffordlearning.org)  
E-mail: [nina.chidgey@trafford.gov.uk](mailto:nina.chidgey@trafford.gov.uk)

**Trafford Direct Student Support**  
Trafford Direct, Ground Floor, Waterside House  
Sale, M33 7ZF. Tel: 0161 912 1888  
E-mail: [student.support@trafford.gov.uk](mailto:student.support@trafford.gov.uk)

**Training and Development Agency for Schools**  
151 Buckingham Palace Road, London SW1W 9SZ.  
Tel: 0845 6000 991. [www.tda.gov.uk](http://www.tda.gov.uk)

**Teachernet.** [www.teachernet.gov.uk](http://www.teachernet.gov.uk)

**Higher Level Teaching Assistants (HLTA)** [www.hlta.gov.uk](http://www.hlta.gov.uk)

what's  
it  
really  
like

# youth work

**Youth Workers work with young people to help them build their confidence, provide opportunities to gain new skills and develop the skills they already have. They also help young people engage with the community, and provide them with positive experiences. They spend time with young people getting to know them, build positive relationships, and talk about any problems they may be facing.**

The role of a Youth Worker can vary depending on the needs of the young people, where you work and the nature of the organisation you are working for.

Detached Youth Workers can work in parks, shopping centres, on the streets; anywhere young people might choose to meet. Youth Workers are also based in Youth Centres or involved in various project based work. Youth Workers can work with young people aged 11 to 25 years but predominantly with young people aged 13 to 19 years.

Youth work has great scope for career and personal development. Many people start off working with young people by volunteering or part time work. There are various qualifications available and opportunities to progress up the ladder.

## what does it involve?

- Organising activities/projects for young people, such as residentials, sports activities, community projects, art-based activities etc
- Building up relationships and engaging with young people, and help them explore their attitudes on various issues.
- Mentoring or counselling, or helping young people seek services.
- Encouraging young people to use the services you provide
- Working alongside other organisations.
- You may have to work evenings and weekends.
- Administration work; this will vary depending on the level you work at.



## skills you may need

- A strong understanding of and commitment to young people.
- Excellent communication skills and the ability to build positive relationships.
- Good organisation skills, confidence, flexibility, patience and resilience.
- Being non-judgmental.

## what now?

If you are interested in beginning a career as a Youth Worker it would be desirable to have at least one or two years experience working with young people but not essential. You can often gain experience by working with organisations on a voluntary or paid basis. It is not always necessary to gain qualifications to undertake the role of a Youth Worker. But in order to enhance your personal and professional development, whilst gaining your experience you could work towards completing qualifications such as NVQs or apprenticeships.

To become a professional Youth Worker you will need to gain a qualification recognised by the National Youth Agency (NYA). This can be a foundation degree, diploma of higher education (DipHE), a degree, or postgraduate diploma (PgDip).

**I was previously employed for Greater Manchester Buses as a bus driver for 12 years. I volunteered to help coach football skills to young people who played for a local football team. Through this experience I realised that I worked well with young people, so I decided to explore youth work as a career.**

I undertook a part time Youth Work qualification at North Trafford College. To support my course and enhance my skills and knowledge around youth work, I worked on a voluntary basis at Gorse Hill Youth Centre. I subsequently later gained part time paid employment with Trafford Youth Service.

Once I had completed my course, I applied and gained a full time position as a Co-ordinator for Trafford Youth Service, managing the Mobile Unit. I was required to advocate on behalf of young people, offer information and advice on a range of issues, and signpost young people to other services, as well as offering one-to-one support.

In order to develop my career I undertook a community and youth work diploma course at Manchester University, which was supported by Trafford Youth Service.

I am currently working as a Project Leader for the Schools Team, managing project work at curriculum level mainly around key issues that affect young people i.e. sexual health and substance misuse. I also develop and deliver accreditation work and manage a budget. Another of my responsibilities is to undertake the role as a Lead Professional.

This involves me developing relationships with individual young people and their families. Also completing assessments, and hosting meetings with other professionals involved in the young person's life to discuss and review particular issues that are affecting them. This gives me the opportunity to work alongside other professionals on a multi-agency basis, to formulate an agreed support plan responding to the young persons and family's needs.

I enjoy being responsible for and managing part-time youth workers. The main reason I enjoy my job is I have the opportunity to work with young people on a day to day basis. A fundamental part of youth work is building positive relationships with young people, which in turn enables young people to trust Youth Workers and gain confidence to open up and discuss issues that are affecting them.



Sean, Project Leader, Trafford Youth Service



## useful contacts

**National Youth Agency**  
Eastgate House  
19-23 Humberstone Road  
Leicester  
LE5 3GJ  
Tel: 0116 242 7350  
[www.nya.org.uk](http://www.nya.org.uk)

# what now?

## Now that you have read about the various roles you could do and the various qualifications available, what can you do now?

If you would like to find out about what jobs are available in childcare and play please visit our website [www.childcarelink.gov.uk](http://www.childcarelink.gov.uk) where there are a number of current job vacancies being advertised. You will need to click on the Northwest section of the map, then on 'Greater Manchester'. You will then need to click on 'Job Search' on the right hand side, then click on 'Job Search' again. You will then be able to search or view the current job vacancies we are advertising.

You may also find Jobcentre Plus a useful contact to help you find various jobs across the sector. Please visit their website [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) or contact them on 0845 6060 234.

They also advertise local job vacancies and can help you find the right kind of jobs: full time or part time, temporary or permanent. They can also advise you on interview techniques, CVs, application forms, and financial help you may be eligible for.

Children and Young People Now Jobs is a website which advertises a wide variety of job vacancies all across the UK, please visit [www.cypnowjobs.co.uk](http://www.cypnowjobs.co.uk)

You may want to look at courses that are available locally, or by distance learning. Contact local colleges and also Learndirect who can advise you on a variety of courses available to you (please see useful contacts section)

**Thank you for showing an interest in this fun, challenging and rewarding field. Good luck in your future career working with children and young people!**

# useful contacts

## local contacts

### Trafford Children and Young People's Information Service (CYPIS)

Children and Young People's Service  
4th Floor, Waterside House, Sale, M33 7ZF  
Tel: 0161 912 1053  
Web: [www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)  
E-mail: [workwithchildren@trafford.gov.uk](mailto:workwithchildren@trafford.gov.uk)

*Provides free information about childcare and services for children, young people and their families, also advertises job vacancies.*

### Trafford Sure Start > Early Years Training Officer

Children and Young People's Service  
4th Floor, Waterside House, Sale, M33 7ZF  
Tel: 0161 912 3233  
E-mail: [surestart.training@trafford.gov.uk](mailto:surestart.training@trafford.gov.uk)

*Provides information on training in the early years sector.*

### Connexions Trafford

Unit 122, Arndale Centre, Chester Road,  
Stretford, M32 9BH  
Tel: 0161 911 8600  
Web: [www.connexions-trafford.org.uk](http://www.connexions-trafford.org.uk)

*Gives free confidential advice, including careers and training to young people aged 13 - 19.*

### Next Steps

Sale Waterside, Sale, Manchester, M33 7ZF  
Tel: 0161 912 5153  
Web: [www.nextstepgreatermanchester.org.uk](http://www.nextstepgreatermanchester.org.uk)

*Free service that provides information and advice about jobs and careers to people aged 20+ who do not hold a 'Level 3' qualification, including help with putting together a CV and applying for a job.*

### Trafford Volunteer Centre

Cadman House, Wharf Rd, Sale, Cheshire M33 2AF  
Tel: 0161 976 2447  
Web: [www.do-it.org.uk](http://www.do-it.org.uk)  
E-mail: [enquiries@traffordcvcs.org.uk](mailto:enquiries@traffordcvcs.org.uk)

*Provides information and support to anybody who is interested in volunteering in Trafford.*

## local colleges

### Trafford College - Talbot Road Site

Talbot Road, Stretford, Manchester, M32 0XH  
Tel: 0161 886 7000  
Web: [www.northtrafford.ac.uk](http://www.northtrafford.ac.uk)

### Trafford College - Altrincham Site

Trafford College, Manchester Road,  
West Timperley, Altrincham, Cheshire, WA14 5PQ  
Tel: 0161 886 7070  
Web: [www.stcoll.ac.uk](http://www.stcoll.ac.uk)

## jobs

### Trafford Children and Young People's Information Service (CYPIS)

Tel: 0161 912 1053  
Web: [www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)

*Advertises jobs in childcare and play, and can provide information on working in this sector.*

### Jobcentre Plus

Tel: 0845 6060 234  
Web: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

*Advertises jobs and can offer help and advice on job hunting and extra support available.*

### Children and Young People Now Jobs

Web: [www.cypnowjobs.co.uk](http://www.cypnowjobs.co.uk)

*A website which advertises a wide variety of job vacancies all across the UK.*

## other useful contacts

### Childcare Careers

Web: [www.childcarecareers.gov.uk](http://www.childcarecareers.gov.uk)

*National website dedicated to working with children in a childcare setting.*

### Learndirect

Tel: 0800 100 900  
Web: [www.learndirect.co.uk](http://www.learndirect.co.uk)

*Free advice on careers, funding for training and courses, plus information on nearly a million courses nationwide, including distance learning.*

### Directgov

Web: [www.direct.gov.uk/en/Employment/index.htm](http://www.direct.gov.uk/en/Employment/index.htm)

*Information on careers, finding a job, CVs, job adverts, pay, education, training and more.*

**If you need a version of this leaflet in any other format, including a language other than English, please telephone 0161 912 1053, minicom 0161 912 2101 user id 1053.**

### Local Government Careers

Web: [www.lgcareers.com](http://www.lgcareers.com)

*Tells you what you need to know about working for your local council with over 200 career descriptions. Also advertises job vacancies.*

### Apprenticeships

Web: [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)  
*Information on apprenticeships.*

### OFSTED (Office for Standards in Education)

Royal Exchange Buildings  
St Ann's Square, Manchester, M2 7LA  
Tel: 0845 640 4040  
Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

*Information and advice about registered childcare and education.*

### Children's Workforce Development Council

2nd Floor, City Exchange,  
11 Albion Street, Leeds, LS1 5ES  
Tel: 0113 244 6311  
Web: [www.cwdcouncil.org.uk](http://www.cwdcouncil.org.uk)

*CWDC are responsible for ensuring all people working with children and young people have the best possible training, qualification, support and advice.*

### 4Children

City Reach, 5 Greenwich View Place, London, E14 9NN  
Tel: 020 7512 2112  
Web: [www.4children.org.uk](http://www.4children.org.uk)  
E-mail [info@4children.org.uk](mailto:info@4children.org.uk)

*4Children is the national charity dedicated to creating opportunities and building futures for all children.*

### Criminal Records Bureau

Tel: 0870 90 90 811  
Web: [www.crb.gov.uk](http://www.crb.gov.uk)

*Organisation responsible for carrying out checks on people who wish to work with children and young people.*

### Care to Learn

Tel: 0845 600 2809  
Web: [www.direct.gov.uk](http://www.direct.gov.uk)  
(See the Education and Learning section then Money to Learn section)

*If you are a young parent (under 19), Care to Learn can help pay for your childcare and travel costs while you're learning.*

### Trafford Direct Student Support

Trafford Direct, Ground Floor, Waterside House  
Sale, M33 7ZF  
Tel: 0161 912 1888  
E-mail: [student.support@trafford.gov.uk](mailto:student.support@trafford.gov.uk)  
*Provides financial support to people in further and higher education.*