Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Understand how to Manage Staff in a Youth Work Setting

Unit Reference Number: H/618/1882

Level: Three (3)

Credit Value: Three (3)

Minimum Guided Learning Hours: 20

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the principles of staff management in a youth work setting	1.1 Explain the principles of staff management in a youth work setting
	1.2 Compare different approaches to management of staff and analyse for own setting
	1.3 Summarise types of supervision, including the role of team supervision
2. Understand how to promote and maintain effective working relationships	2.1 Explain the characteristics of effective team work
	2.2 Explain how to build effective working relationships within a team
	2.3 Explain team development processes and team roles
	2.4 Review and revise communication approaches within team working
3. Understand how to manage conflict within a team	3.1 Describe the potential triggers of conflict
	3.2 Explain the impact of conflict within a team
	3.3 Evaluate different approaches to managing conflict within a team
4. Understand how to manage staff and volunteers in a youth work setting	4.1 Explain the different roles and responsibilities of volunteers
	4.2 Summarise how volunteer roles complement and differ from those of paid staff

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		4.3	Explain effective practice used to manage staff and volunteers
		4.4	Evaluate own practices by reflecting on own performance
5.	Understand how to review own management role and areas for development	5.1	Evaluate own role, responsibilities and management style
		5.2	Summarise own areas of development based on reflective practice
		5.3	Summarise own areas of development based on peer feedback
		5.4	Describe own role and responsibilities for the health, safety and emotional wellbeing of self and team

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