

INSIDE

# scene

MAGAZINE

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# Greetings all and welcome to the latest edition of Scene Magazine.

The government recently published ***'Better Outcomes Brighter Futures – The National Policy Framework for Children and Young People 2014-2020'***. While its official launch was in general ignored by the media, it is nevertheless a milestone in social policy provision for children and young people in Ireland, and so is to be welcomed. For the first time it envisages a *"whole of government"* approach for achieving optimum outcomes for children and young people. Its laudable vision for *"Ireland to be one of the best small countries in the world in which to grow up and raise a family"* is accompanied by five nationally agreed outcomes for all children and young people. Our youth are to be active and healthy; achieving in all areas of learning and development; safe and protected from harm; economically secure, and finally connected, respected and contributing to society.

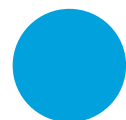
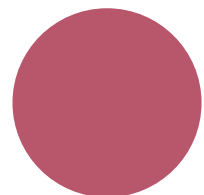
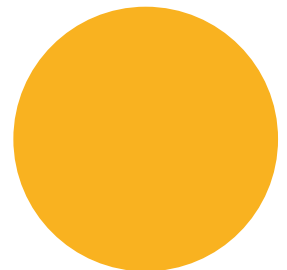
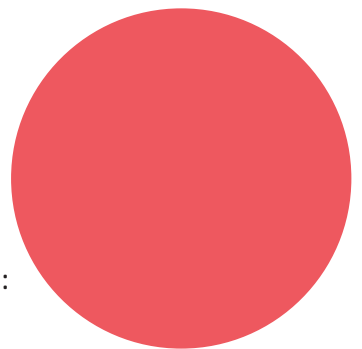
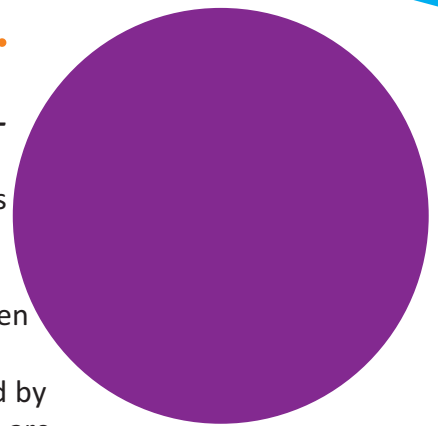
While the Department of Children and Youth Affairs takes the lead in co-ordinating the implementation of the Policy Framework, there is a strong focus on cross-government and inter-agency collaboration and coordination in the implementation of the Policy Framework. Five key government departments have been designated as *"sponsors"* of each of the individual national outcomes: Health (Outcome 1); Education and Skills (Outcome 2); Children and Youth Affairs (Outcome 3); Social Protection (Outcome 4) and Environment, Community and Local Government (Outcome 5).

The youth work sector will not be found wanting, we will commit all our talents, skills, knowledge, resources and experience in supporting the government in the implementation of this framework and in the development and delivery of the forthcoming associated National Youth Strategy. A critical indication of the seriousness with which government is committed to this plan will be signified by the provision of a visible and accessible budget by each of the five sponsoring government departments specific, to the implementation of the excellent policy framework and associated National Youth Strategy.

Finally, I would like to congratulate Minister Frances Fitzgerald on her recent appointment as Minister for Justice and Equality. Minister Fitzgerald has been a great support to the youth sector in the past and I would like to thank her for her work, particularly on ensuring the passing of the Children's Referendum and the establishment of the Children and Family Agency. We now move forward and welcome Minister Flanagan to the post and we in Youth Work Ireland look forward to working with him.



**Dr. Patrick J. Burke**  
CEO, Youth Work Ireland



# The Future is Bright Volunteering and Youth Work in Ireland

by Yvonne McKenna,  
CEO, Volunteer Ireland

**V**olunteer Ireland is the national volunteer development agency and a support body for all local Volunteer Centres and Volunteering Information Services in Ireland. Our vision is of people connecting to each other to build a better society and we seek to achieve this through increasing awareness of, access to, and quality of volunteering in Ireland. In addition to the supports and services offered by Volunteer Ireland and our affiliate Volunteer Centres, we manage I-VOL, the national database of volunteering opportunities, accessible 24/7 on [www.volunteer.ie](http://www.volunteer.ie) and via iPhone and smartphone app.

I will begin this article by pinning my flag clearly to the mast; volunteers are fundamental to youth work in Ireland. Put simply, if it weren't for volunteers, youth work in Ireland would be a mere shadow of what it currently is. There would be far, far fewer young people empowered to think and act for themselves, involved in their own development, and the development of the community and society in which they live – making Ireland a better place to live. For everyone!

That's not to say there aren't challenges attached to involving volunteers. Some organisations struggle to retain volunteers, but the big challenge we see is organisations making the appropriate investment of resources to manage volunteers properly, and to be creative about the possibility of volunteers and volunteering. When it comes to youth work, there are the additional challenges of ensuring young people are protected, and encouraging young people to be involved as volunteers themselves.

How are these challenges best addressed? Generally speaking, it begins and ends with sound volunteer management practices. On the one hand, accept that good volunteer management is usually learned, rather

than something you are born with. Take comfort in the fact that it isn't rocket science either. A few helpful tips:

- Have a clear vision of why you want to involve volunteers, what you expect from volunteers and what you can offer them. When prospective volunteers know what you stand for and understand the role of volunteers in your organisation, it gives them an idea of how they fit into the bigger picture.
- Put sound policies and procedures in place to manage volunteers – preparing yourself from before the volunteer responds to your recruitment campaign to after they leave. Good policies and procedures don't have to be complicated or onerous.
- Invest resources in volunteer management and in volunteers themselves – a little goes a long way and the rewards are bountiful.
- Pay particular attention to child protection and child protection legislation. Advice and support is available so make the most of it.

When it comes to recruiting, think first and foremost about what prospective volunteers will get from volunteering with you. At the same time, think about what your organisation needs to fulfil its objectives. The best way to marry these aims is to involve volunteers and give thought to volunteering in strategic development. It will mean your organisation lives and breathes the ethos of volunteering right from the get-go.

Word-of-mouth is a really useful form of recruitment so tell your current volunteers that you're on the look-out.



Volunteers  
are fundamental  
to youth work  
in Ireland



In addition, cast the net wide and be flexible. Be open to new volunteering roles, new ways of recruiting and to involving a more diverse range of volunteers. Use I-VOL (we would say that!): 8% of people who registered to volunteer on I-VOL last year were interested in working in the area of youth, while the same percentage didn't know what they wanted to do, just that they wanted to volunteer. Make the most of social media by highlighting your opportunities on Facebook and Twitter, it's free and it's where many people go to find out information. You can target your recruitment campaigns too, making sure the right message is getting to the right audience.

A question we get asked most days of the week is *"how do you retain volunteers?"* There is an element of *'fail to prepare, prepare to fail'*. We've mentioned having sound policies and procedures in place, but the best way to keep them 'live' is to ensure that you have good two-way lines of communication between volunteers and your organisation. In the first place it's the basis of support and supervision (two tips: one size doesn't fit all, and group mentoring and support can be very effective).

In addition, it's absolutely key to knowing what motivates your volunteers and how to keep them motivated. As well as broadening your perspective by listening to volunteers, it's vital you communicate to them the value they bring to your organisation. As well as 'internal' listening, share your experiences with other youth organisations through joining a volunteer manager's network.

Getting it right from the start will help; making sure you get the right person for the right role and being open to re-designing a role around a person, if necessary. A volunteer's first day or days are crucially important: the top reason people give for leaving volunteering

unexpectedly is that no one in the organisation knew what they were there to do. Make sure volunteers feel welcome on their first day/days, give them a proper induction and introduction to the organisation (and vice versa). You might also offer the opportunity to 'try out' volunteering with you for a day or so, or arrange for a few new volunteers to start together.

Finally, however, remember that letting go is okay too. Volunteering can be transient and some people will only want to volunteer with you for a limited time period. Just remember to appreciate the time donated, conduct an exit interview and move forward with enthusiasm to the next recruitment round.

Whether you're looking to revise or expand a volunteer programme or are starting from scratch, remember that there are a host of supports available to you from Volunteer Ireland and the network of Volunteer Centres and Volunteering Information Services.

These include:

- Online best practice and step-by-step guides.
- I-VOL
- Expert advice and support from Volunteer Ireland and your local Volunteer Centre, including volunteer management training.
- Best practice assessment and impact evaluation through Investing in Volunteers (the national quality standard for volunteer-involving organisations) and VIAT (the Volunteer Impact Assessment Toolkit).
- Volunteer management software.

Scene Magazine asked us what we thought the future for volunteer involvement in youth work is? It's estimated that the number of volunteers involved in youth work in a given year is more than 40,000 and that

they volunteer a staggering 5.5 million hours. Paid employees contribute an estimated 2.5 million. To our mind, the question isn't what the future for volunteer involvement in youth work is, but what future youth work would have without it.

For more information about Volunteer Ireland or to find your local Volunteer Centre, log on to [www.volunteer.ie](http://www.volunteer.ie)



## About Volunteer Ireland

Volunteer Ireland is the national volunteer development agency and support agency for all local Volunteer Centres and Volunteer Information Services in Ireland. Our Strategic Aims are to increase awareness of, access to and quality in volunteering.

### Services, Programmes and Campaigns Include:

**T**he national database of volunteering opportunities in Ireland - [www.volunteer.ie](http://www.volunteer.ie) and I-VOL. These are the access points to volunteering and the depository of information on things related to volunteering.

**D**eveloping and implementing best practice in volunteer management through training, consultation and on-line support to volunteers, involving community and voluntary organisations and employer supported volunteer programmes.

**S**upporting local volunteer infrastructure (Volunteer Centres and Volunteering Information Services) as the 'go to' point for volunteering.

**Q**uality assessment of Volunteer Centres and volunteer programmes run by volunteer-involving community and voluntary organisations.

**M**anaging volunteer programmes on behalf of third parties e.g. The Gathering and Limerick National City of Culture.

**P**roviding Garda Vetting information and services to international NGOs that send volunteers overseas and to organisations in Ireland not able to access Garda Vetting.

**C**o-ordinating National Volunteer Week (May 12th to 18th) and the Volunteer Ireland Volunteer Awards (Sept-Dec).

[www.volunteer.ie](http://www.volunteer.ie)

# The Changing Nature of Volunteers in Youth Work

Denis O'Brien,  
Volunteer Development Manager  
Foróige

This article outlines the importance of adult volunteers in youth work and some of the challenges facing organisations which involve and support them.

**I**n 2012, there were about 1,397 professional youth workers in the state, but about 40,000 voluntary youth workers, according to the "**Assessment of the Economic Value of Youth Work**" (NYCI/Indecon 2012). Since this means that some 97% of youth workers are volunteers, it is hard to understate their importance and impact.

In February 2014, 1,042 Foróige volunteers, (about 20% of the total) participated in a major survey. Designed by Foróige's Volunteer Development Service, the wide ranging questions were tailored to our ten most important volunteer roles. The results are fascinating and while much of it is of internal relevance, some points are of interest beyond Foróige.

Volunteerism in youth work appears to be thriving. The survey and other Foróige internal research tells us that adults are joining in almost equal numbers in every age range up to the age of about 60 years. Though we have many volunteers over that age, very few start at or after 60 years. Yet people retire earlier and live actively for longer.

How can youth organisations avail of the skills and experience of such people? What kind of roles will make it attractive for those volunteers to give their experience and wisdom to young people? We also know that volunteers are coming to us in new ways. The survey asked how they first heard of the



to be there in order for their children to have the club. If so, they are likely to leave once their children leave. One response to parents under pressure has been the advent of “rotas of volunteers”. A significant proportion of clubs use this system to ensure that while there are always sufficient leaders present, individuals need not attend every week if they so wish. These rotas can negatively affect the building of relationships with young people, team work and communication amongst the leaders, and so these skills become even more important topics in volunteer training.

The support required by volunteers is changing too. The Foróige survey asked volunteers to pick from a list the key things that they wanted from staff. The main thing they identified was “Policies and procedures so that we know what to do”. Clearly this reflects the current concern with, amongst other things, child protection, safety and insurance.

Volunteers need clear guidance on almost all aspects of the role, requiring organisations to codify and disseminate policies on a range of things from trips away, use of parent permission forms, planning events and of course, child protection. Interestingly the thing they least wanted from staff was recognition. This fits with a range of literature on volunteer recognition which suggests that it is best given locally, and is most appreciated when coming from peers, young people or parents.

opportunity to volunteer with Foróige. For the first time online sources such as websites and social media appeared to produce more volunteers than newspapers. In one part of Foróige 37% of the volunteers had come through online sources.

## Volunteerism in youth work appears to be thriving

As the world gets busier, time pressure causes difficulties for volunteers of all ages. Even retirees may not have as much time to commit to their volunteering as they would have before. As one volunteer put it: “I want to volunteer where my presence is an asset, but my absence is not a liability”. We are in a crowded market place competing with many other possible uses for the volunteer’s time. There can be a particular issue with parents in the 35 to 50 age group. Thomas McKee, author of “The New Breed, Recruiting and Leading the 21st Century Volunteer” describes these as the “non-volunteer volunteers” often because they feel they have

While Foróige and other organisations have challenges with volunteer turnover, the fact remains that youth organisations in Ireland continue to attract thousands of new volunteers each year, as evidenced by the numbers being Garda vetted. Clearly communities continue to want to have volunteer led youth work and individuals want to be part of it. The rewards for the volunteer can be incredible and life affirming. They range from young people saying *hello* in the local shop, to confiding in adults their greatest fears and hopes. Adult volunteers guide, facilitate and mentor (a Foróige definition). They co-create with young people opportunities through which they can grow and thrive, discover who they are and all that they can be. Is there any better use of our volunteering time?

[www.foroige.ie](http://www.foroige.ie)



# The Drug Task Force Community Representative: A Volunteer Role under Threat

**Anna Quigley**  
**CityWide Drugs Crisis Campaign**

The killing of journalist Veronica Guerin in June 1996 shifted the drugs crisis in Dublin from an issue that mainly affected the most disadvantaged communities, to one that was now seen as a threat to the stability of our whole society. For many years community activists had been campaigning in the most disadvantaged parts of the city to highlight the devastating impact of drugs on their young people, their families and communities. However, it took the tragic death of a campaigning journalist to finally make the drugs crisis a political priority for government.

As a response, the Local Drug Task Forces were established to implement a locally based interagency approach to tackling the drugs crisis in the worst affected communities (Regional Drug Task Forces followed in 2001). As well as representatives from a range of statutory and voluntary organisations, the Task Forces gave a central role to local community representatives. This is a role where the volunteer is mandated to take on a representative role on behalf of the community, and in my view, the role of the community representative as envisaged on the drug structures, represented the emergence of a radical new type of community volunteering.

It was radical for three reasons; firstly, it represented a formal acknowledgement by the State that it had failed

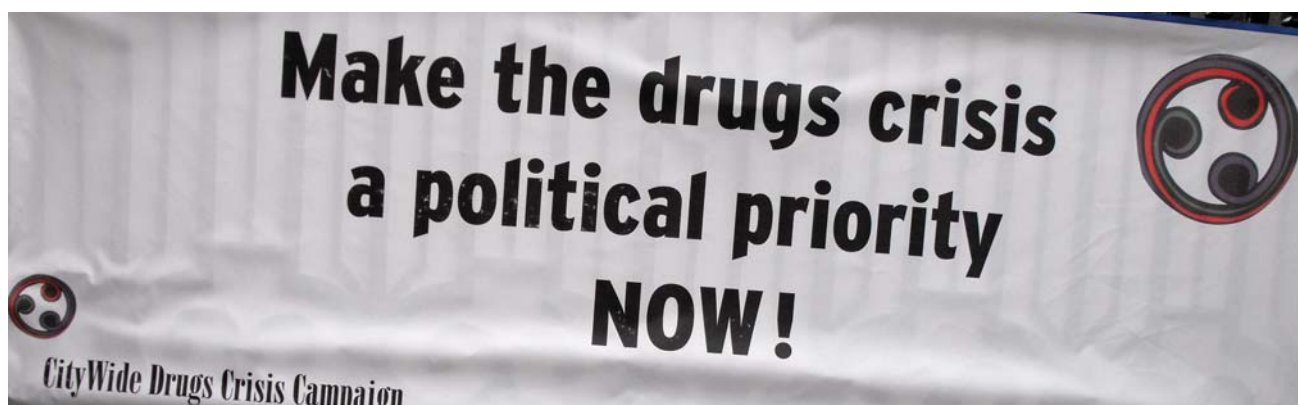
to listen to the voices of local communities, and that this should not happen again. Secondly, it gave community representatives a lead role in local decision-making through developing and implementing local drug action plans. Thirdly, it gave community representatives a decision-making role at national policy level.

Since 1996 CityWide Drugs Crisis Campaign has facilitated a network of Drug Task Force Community Representatives to support them in their role, which is defined as follows:

- To bring the benefit of his/her own local knowledge and experience of the drugs issue to the Task Force;
- To represent the views of the community at the Task Force;
- To feedback to the community on the work of the Task Force.

The main tasks involved are attending meetings and reading documents, which is different in nature to the usual activity-based role of volunteers. Another key difference to the standard volunteer role, is how the community representative is mandated.

*"I need to know when I am going into meetings, that I am not only speaking about my own experiences, that I know about what is going on for other people in the community".*





Therefore, the mandate for representation usually comes through the structure of a broad community network, although the resources available for the development and support of these networks have been steadily reducing.

These issues all present challenges for the community representative in carrying out the role, but overwhelmingly, the most important motivation for people is to see practical outcomes from their involvement. In the initial years, the community representatives felt that the Drug Task Forces had an effective and positive role in responding to issues being raised from the community.

*"I'd usually prefer to be out and about, but I'll sit through any amount of meetings if we are achieving something."*

However, over a number of years the decision-making role of the Task Forces has been diminished by government to the point where community representatives now express total frustration with their capacity to influence and bring about change.

*"We keep bringing the issues from the community to the meetings but nothing seems to change on the ground".*

*"You get tired of this, and people in the community lose faith in you".*

Our experience shows that, at the same time as resources have been drained from the Drugs Initiative budget, community organisations and networks in general, "austerity" has been used as an excuse to abandon the principle of genuine engagement of local communities in decision-making about the issues that most affect them in their lives.

History is being repeated and the State is failing yet again to listen to the voices of local communities, despite the presence of community representatives on local, regional and national drug structures. Community representatives no longer play a lead role in local decision-making as statutory agencies disengage and decision-making power is taken back from local structures to central government.

The drugs issue is no longer a political priority and the link between local issues and national policy has broken down. In my view, the role of the Task Force community representative is being eroded as the radical principles underlying it have been abandoned.

This should not be allowed to happen. All the evidence confirms that our communities are now coping with an increasingly complex and chaotic drug problem that

includes a mixture of legal drugs, illegal drugs and alcohol. The strong voice of community representatives is needed now more than ever, and we must campaign to make sure that this voice is heard.



For more information contact  
Anna Quigley at CityWide Drugs Crisis  
[www.citywide.ie](http://www.citywide.ie)



CityWide Drugs Crisis Campaign



# Volunteers and Staff: Getting the balance right... for both!

John Donovan, No Name Club Ltd

**V**olunteers are the lifeblood of many youth work organisations. The No Name Club was founded in 1978, and for almost thirty years it was organised entirely by voluntary effort. In the past ten years the organisation has developed substantially, and now has a modest number of staff members who run the national office and provide development support to clubs in communities around the country.

Volunteers are not just those at the coalface interacting with young people in the many different youth work organisations around Ireland. Many of the leading youth work bodies have historically been founded, developed, lead and governed by volunteers. Even with the advent of paid staff in many of these organisations, the ethos and well-being of the clubs is still determined and driven by their volunteer base. It is important however to work on ensuring that the working relationship between staff and volunteers is meaningful and

*“the biggest payment any volunteer can receive is a sense of fulfilment”*

effective in order to best serve the organisation. To ensure this volunteer/staff dynamic is healthy there are many aspects to consider

- **Clear Definition of Roles**

It is vital that everybody knows their boundaries and areas of responsibility. Both volunteers and staff need to have their job specifications defined to ensure each has clarity and scope to contribute in tandem with the other.

- **Leave Space for Both to Develop**

It is important that everyone in an organisation has a sufficient sense of value and responsibility to know they are required and making a contribution. There is no point in having a situation in which a volunteer feels that their effort doesn't matter – that the staff members will sort things out anyway.

- **Free Up Volunteers for Best Effect**

I have never met a volunteer who told me they had become involved in youth work because they loved paperwork. Often the largest concerns among volunteers are apprehensions around paperwork, and fears of falling foul of

regulations (particularly non-compliance in the area of Child Protection through lack of knowledge). It is in this area that employed staff members can have best effect. Having employees working for them provides great reassurance to volunteers that they are kept informed, and that somebody is supporting them. Staff have time to keep on top of tasks such as insurance, grant deadlines and the pre-organising of events. This all ensures that the volunteer can free themselves up for the vital aspect of youth work, such as club organisation and direct interaction with young people.

• **Appreciate Volunteers**

It is important that volunteers know that they are appreciated by their organisation. The endless hours of selfless work should never be overlooked. Realise that a volunteer may consider that much of their effort is just as valuable as the contribution of a staff colleague, who after all, is being paid for their similar work. Of course the biggest payment any volunteer can receive is a sense of fulfilment, nothing beats the feeling of knowing that you have made a positive difference to a young person's life. Nonetheless it is important for every organisation to ensure that they appreciate their volunteers. This can be done in many ways such as:

- o Organising volunteer appreciation events;
- o Availing of every opportunity to acknowledge their contributions;
- o Really listening to volunteers' needs and ensuring they are adequately resourced, particularly in relation to training;
- o Designing the structure of the organisation in such a way, that leaves scope for everyone to feel that they make a real difference.

**When Volunteers become Staff Members**

What happens when a volunteer applies for a job vacancy in the organisation? It seems to make sense that a proven good volunteer would be a perfect fit to fill a vacancy. In my experience this is not always the correct approach. The youth work sector unfortunately is very dependent on external sources of funding, and many of the jobs within the sector are relatively short term contracts.

In this context what happens when the contract comes to its conclusion? In many cases the ex-volunteer, now a staff member, has done an excellent job in the position, but unfortunately, all too often the position cannot be sustained. The hope is that the staff member will then return to their previous position as a valuable volunteer, but this almost never happens. Inevitably their motivation wanes, it is very difficult to work for free at something you were previously paid to do. Many outstanding volunteers are lost to organisations by this. Clearly I am not saying that a volunteer should never be appointed to a paid position. However, I am suggesting that it needs careful consideration, especially in cases where the position is likely to be short term.

*“the endless hours of selfless work should never be overlooked”*

Another related issue occurs when an organisation posts a job vacancy and a large number of volunteers apply for the position. Volunteers will justifiably feel they deserve an interview, and very likely they may feel that they are in a good position to secure the appointment. If ten good volunteers apply for one position, even if one of them gets it, the net result will be nine disappointed people. This creates a situation where the organisation has to work hard to motivate these nine people to ensure they remain as effective volunteers. The only way to reduce this effect is to carefully specify the job requirements from the outset. Ensure the qualifications for the job are not set so low as to encourage a raft of applications from a large number of people.

**Final Thoughts**

Volunteers give freely (literally) of their time because they believe in youth work. Good youth work organisations are mindful that every action needs to be child centred. Young people should be treasured, and organisations should ensure that they treasure their volunteers also.

John Donovan is Chief Executive Officer with No Name Club Ltd

[www.nonameclub.ie](http://www.nonameclub.ie)





# Youth Leadership in the YMCA

Laura-Jane Quirk

The focus of YMCA Ireland is to promote youth development, community engagement and support healthy living. One of the ways we do this is by providing young people with a safe space to meet up and express themselves. We have found that when young people are allowed to lead their own groups, and mould their surroundings to suit their own needs, their confidence grows and they are able to take pride in the services that are provided. This finding has informed the development of our Leadership Development Programme (LDP).

In 2008 Chriszine Backhouse was appointed to the new Leadership Development position in YMCA Ireland. Over the next six years this position would allow her and a strong team of staff and dedicated volunteers, to create a programme through which young people could up-skill and learn invaluable leadership skills. The first new project to emerge was *Monday Night Café*, a drop in project set up in Cork YMCA in 2009 under the direction of John Russell and Chriszine. In response to the wishes of those attending, the *Monday Night Café* evolved into an open mic night and began to attract young people who wanted to hear and perform music for their peers.

Also in 2009, *Soulworks* was set up by Brian Murtagh in West Dublin YMCA. *Soulworks* is a monthly music-based night where young adults can meet and exchange ideas.

It was with input from these two groups that the leadership programme truly took off.

The young leaders from *Monday Night Café* completed a Youth in Management FETAC course and their thoughts and comments from this course led to the development of the Leaders in Training (LIT) programme. This is also FETAC accredited and had nine participants in 2010, its first year, and experienced a huge demand with numbers increasing by 400% the following year. However, due to practicalities and to ensure the programme would be kept to a high standard, course numbers were deliberately kept low from then on.

2011 saw the establishment of *Groundfloor*, a dedicated youth space in the Cork City YMCA. Developed by David Backhouse and a team of LIT graduates, the idea grew from *Operation Music Blast Cork*, another music-based youth initiative which had been run by LIT participants the previous year. *Groundfloor's* goal was to be a youth-led project and to be run collaboratively by all young people involved. This ensured that their individual needs and ideas were central to the programme and that they could really engage with the facilities, take charge and be proud of what they were central to creating.

The County Cork spring forum in 2012 focused on youth leadership. This gave the young leaders of *Groundfloor* the ability to present their work and talk about the necessity to have a youth space for teenagers and young adults to meet, create and relax away from the pub culture of modern Ireland. From this presentation two new YMCAs (Cobh and Ballincollig) would adopt the *Groundfloor* model of youth participation and leadership under the guidance of TJ Hourihan. These programmes were called *Instrumental* and *Greenhouse*. The young leaders in both of these projects reach out to their communities using solid youth work principles, multimedia, music and the arts.

Due to these new youth-led groups, 2013 was the year when demand for youth leadership courses increased. In order to meet the demand, and to strategically

engage a younger cohort of junior leaders, YMCA developed the Young Leaders in Training (YLIT) course. YMCA Ireland now has a clear focus on training young people to be leaders and allow them to have a voice which is heard and appreciated. Over the past six years while most of this work has taken place in the Cork area, the organisation hopes to be able to replicate this learning in other locations.

**Laura-Jane Quirk is Communications and Research Assistant with the City of Dublin YMCA**

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[www.ymca.ie](http://www.ymca.ie)



## Q&A with Chriszine Backhouse

### What did you learn about youth work practice from developing this programme?

*I learned the importance of listening to the viewpoints of our young volunteers, and giving them the role of co-creators. Many of our volunteer leaders are either the same age as the rest of the participants, or a few years older. The more we listened to these volunteers, the more successful the programme became because it was relevant to the young people, and they had significant ownership. I think one of my greatest learning points was allowing our volunteers to change my thinking and challenge my perspectives on youth work. One example was when I was facilitating the LIT sessions about developing group contracts. One of our volunteers, Zen Tshabangu, said that having a list of what seemed like 'rules' up on the wall would undermine the youth space. I initially felt resistant to this idea because I was taught that you always have to discuss a contract and have it visible. However, as I listened I saw his point. Another young person voiced the same opinion, and as we discussed it further, we realised that group norms are what actually*

*shape the behavior of a group, not written rules. If the youth volunteers model and hold positive values, this will have a much stronger impact on how people are expected to act in the space than if we wrote something out and put it up on the wall. The youth space youth worker gave these young leaders the opportunity to try out their ideas and I have been blown away by how effective it has been. I now regularly teach new LIT groups this concept of group norms.*

### What mistakes did you make and what would you do differently in implementing this programme in the future?

*The LIT programme is accredited through FETAC and in my first couple of years, I think I overburdened the participants with too many assignments. I've been working to find the balance between practical youth work opportunities and written work. Hopefully we're getting better at this.*

### What theoretical perspective informed the development of this programme?

*Kolb's experiential learning cycle has most informed how we facilitate the*

*LIT programme. His cycle includes a process of concrete experience, reflective observation, abstract conceptualisation and active experimentation. We try to give the participants real experiences in youth work, which we reflect on as a group and in one-to-one meetings. These reflections lead us all into new understandings about youth work, which we use to encourage the volunteers to experiment with different approaches. We reflect on these experiments, and the learning continues. In addition to this process, we also base our programme on the concept of building the factors that promote resilience, such as caring relationships, high expectations, emotional intelligence, and a sense of meaning and purpose.*

### What advice would you give to a youth worker who was attempting to develop a similar programme?

*I would give them the advice to really listen to their young people and take their feedback and ideas seriously. Be open-minded and ask a lot of questions.*

**Chriszine Backhouse works in the Leadership Development Unit of the YMCA**

# “From Participant to Volunteer: My experience in voluntary led youth work”

**Craig Dowling**

*Volunteer with Carlow Regional Youth Service*

From a young age I have been involved in youth work, firstly starting out as a participant, and for the last five years as a volunteer youth leader. The youth work experience that I would like to tell you about here, is my involvement as a participant and volunteer in the Carlow Regional Youth Service Summer Camp.

As a young person going to summer camp I was always very excited because my friends would be going and each day at camp was like a new adventure; you had no clue what you would be doing from one day to the next. Like all summer projects, Carlow Regional Youth Service summer camp simply would not happen without volunteers. As a participant, I looked up to and admired these volunteers and leaders. They were the people who you had great fun with and who made the camp experience what it was.

One volunteer who really stood out for me was Joanne. She was bubbly, friendly and always had a smile on her face. All the kids loved her and couldn't wait to see her to give her a 'high-five'. As a kid this was the kind of person who I wanted to be like - she was our God and the person who we always looked up to.

One occasion I can remember was a day when I felt sick and I didn't want to participate in activities. Joanne came over to me and gave me a smile and “magic sweets”; suddenly I was once again running around with the other kids. Looking back, she was most definitely a good leader and a role model for all of us. For me, she hugely contributed to my having such a positive view of work with young people.

My own volunteering started at the age of 16. I was very interested in volunteering because I knew how much of an impact volunteers had made for me as an individual, and I felt that I could be of great benefit to the camp in becoming involved myself. For these reasons I was more than happy to be given the opportunity to give back to the young people of my local community.

Starting out I was a bit worried because I had never done anything like this before, but through the efficient training I received from CRYS, I felt that I was more than ready. With the huge support of staff I was assured that if any issues or problems happened to come about, I could feel very confident in approaching any member of staff. This support as a volunteer really helps; when you know that someone is there for you, or looking out for you, you feel more comfortable and relaxed in your job.

For instance, while working as a volunteer arts and crafts leader, I noticed one young person had drawn a picture of a killing scene with people and blood - a violent piece of work to say the least! I brought this issue to the co-ordinator of the camp, and he assured me that he would follow up on the situation with the parents; and that the situation would be taken care of and was now out of my hands. He checked back with me later to say the child would receive support if needed and if I wanted to talk about the incident he would be there at any time. It was very helpful and good to know that I would be looked after, if I needed it.

After camp CRYS facilitated a volunteer night where all the volunteers gather and get a certificate from the organisation recognising their participation. This is great for the volunteers as I feel it lifts their self-esteem and confidence, thus allowing them to volunteer as often as they can because they are getting recognition for the work which they have done.

Being a volunteer has also changed the view I held of myself, as I now realise that skills and knowledge can be learned through education, but they are also learned through practice and being out in the job. I am now aware that while I have been volunteering I have also been constantly learning and up-skilling myself, so this has made me feel good about myself as a person. Through volunteering I have also learned that I am not a selfish person, as I am giving up my own free time to help others which allows me to feel good about myself.

Before starting volunteering with CRYS, I thought I was a very impatient person but after working with kids in a group of 10 for a day I realised that I do have patience and that this is a virtue. This experience has allowed me to change my opinion into thinking “yes, I do have patience”. I surprised myself in this, even though I had to tell kids 10 times to get into a line, I still managed to

keep calm and collected! It is not until you are put into situations like this, that you can reflect on your own character and personality and have a much more positive outlook of yourself.

In my view, for volunteering to be successful, three components are needed (i) Training; (ii) Support and (iii) Recognition. I think these three elements all play a huge part in showing support to the volunteer. The training makes the volunteer feel equipped and ready for the job. The support is key as you are letting the volunteer know that you are there for them whenever they need you. The third part, recognition, helps to support the volunteer as it shows them that they are doing the job well and it contributes to their self-esteem and confidence. By doing this it allows the volunteer to have a positive view and attitude towards volunteering and it also allows the volunteer to feel secure in their work and to keep on volunteering.

I'm not sure what other youth organisations who want to support volunteers might learn from my experience, I think they should look at what I really enjoyed the most about being a volunteer and consider how to build on this. For me, the best part was the support which I received all of the way through, so my advice to other organisation would be to look at how they can improve in terms of supporting their volunteers.

With volunteering some people may have an attitude that it's a waste of time and "free work". Yes, it is free

work and that's ok - you don't have to get paid for giving up your time for everything you do in life. As an amputee I was brought up in a community where positive people were all around me and they always encouraged me along the way. I feel that through volunteering this is one way in which you can really give back to the community and make a difference in other people's lives.

This is one of the main reasons why I always put my hand up to volunteer because with young people, every single day is great craic and you never know what's going to happen from one day to the next. When you are working with a group of young people and you see that they are going home in the evening smiling from ear-to-ear, you know that you have contributed to that smile. There is simply no better feeling than knowing you are making an immediate impact on a person's life on a daily basis. For me, this factor is what helps to keep me going, just knowing that I am putting a smile on people's faces each day.

**Craig Dowling is a volunteer with Carlow Regional Youth Service and is studying Youth and Community Work in Carlow I.T.**



## Youth Policy Conference

National University of Ireland, Maynooth  
25-26 June 2014

### Session 1. Wednesday 25 June 2.00-6.00pm

European and International Developments: Overview, Update and Analysis. **Chair:** Howard Williamson, Professor of European Youth Policy, University of South Wales

**Topics:** Two major new research publications (2014) - The Social Situation of Young People in Europe; The Value of Youth Work in the European Union; Erasmus+; Education, Training, Youth & Sport 2014-2000; EU Youth Strategy 2010-2018; Council of Europe's Agenda 2020 and Youth Partnership of the European Commission and the Council of Europe

Launch of the NUI Maynooth Jean Monnet European Centre of Excellence in Youth Work Education and Training

### Session 2. Thursday 26 June 9.30am-1.00pm

"Costello and after...": Thirty Years of Irish Youth Policy  
**Chair:** Fran McVeigh, Popintree Community Youth Project.

**Opening address: Mr Charlie Flanagan T.D., Minister for Children and Youth Affairs**

**Theme:** On the 30th anniversary of the Final Report of the National Youth Policy Committee (Costello Report, 1984)... ..where have we come from; what were the milestones; what have we learned?

Contributions from Maurice Devlin (NYPC researcher 1983-84), Fergus O'Ferrall (advisor to Minister of State for Youth & Sport 1983-87, historian and policy specialist), members of the NYPC. Panelists representing diverse perspectives on practice, policy, research and education & training in the youth field.

### Session 3. Thursday 26 June 2.00-5.00pm

Looking ahead... **Chair:** Anne Connolly, Chairperson, National Youth Work Advisory Committee.

Presentation of Better Outcomes, Brighter Futures: The National Policy Framework for Children and Young People by Jim Breslin, Secretary General, DCYA.

Workshops exploring thematic, sectoral and organisational perspectives on the National Policy Framework

To register, email name and organisational affiliation to [youthwork@nuim.ie](mailto:youthwork@nuim.ie)



# IDEAS IN ACTION IN YOUTH WORK

Developed by Dr. John Bamber, Dr. Sam O'Brien-Olinger and Martina O'Brien of the Centre for Effective Services



**Ideas In Action In Youth Work** is a new innovative resource from the *Centre for Effective Services*, in which the theory underpinning youth work meets practice.

This two part resource **In Practice** and **In Theory** was designed in direct response to the needs identified by youth workers during a series of road shows in 2012, which focused on the Irish National Quality Standards Framework for Youth Work (NQS). The purpose of these events was to connect the theory of youth work with the practice, as it is experienced by those working in the field. At each event youth workers discussed a range of difficulties and issues they experienced, and it quickly became clear they had identified a gap that needed to be bridged. The function of these resources is to help and support youth workers in planning their work; to put that planning into practice and to evaluate the results.

## In Theory Resource

The **In Theory** section explains the origins of the resource; who it is for; how it might best be used and the approach taken in its development. It does not

attempt to provide a comprehensive account of all the theories underpinning youth work. Nor are the theories and theorists featured in the publication definitive or uncontested. They have been selected from a range of many possible sources, solely for the specific purpose of assisting workers to develop their ability to strengthen the relationship between theory and practice.

## In Practice Resource

The **In Practice** section looks at how youth work is strengthened when practitioners access a wide range of evidence and check this against their philosophical and political convictions. This strengthening can be achieved through a continuous improvement cycle of thinking and acting, in which practitioners can become clearer about the reasons for their work, what they hope it will achieve and what skills and activities are needed to reach their goals. This cycle informs the work and allows practitioners to add to the evidence base as they learn from activities. This section of this resource is action-oriented and provides models, practical guides and toolkits, as well as links to articles and other resources.

These free, flexible and practical resource can also provide youth services, organisations and youth workers with a structured framework to assess, articulate and enhance their work in relation to the five NQS Core Principles.

**Both resources can be downloaded from [www.effectiveservices.org](http://www.effectiveservices.org)**





# Practitioners' Comments

In this section a number of youth work practitioners provide a brief commentary on the new framework and its significance for the youth sector.

Ciara Cunningham  
SWAN Youth Service

To start with, the five national outcomes as the basis for the framework, is positive and fits in well with our values as youth workers. The document also goes further than the draft document in addressing the role of youth work. However, there is an economic focus in the document with a worrying emphasis on doing more with less. This is a concern for the youth sector which has been cut back repeatedly over the past five years with a huge reduction of resources (in SWAN's situation we have been cut back 33%, the youth sector itself has been cut back €13.7 million from 2008-2011 with worse cuts in 2012). In particular, I get a sense that we will be expected to be more involved in particular areas such as crisis intervention, which was traditionally the responsibility of social workers/services. Already there is a drive for the voluntary sector to take more of a role in LAPS, and now with the release of the Children's First Bill, involvement in child protection (perhaps investigations).

We welcome the recognition in the document that young people's involvement in criminal/anti-social behavior may be

*"a care need related to addiction, a disability, mental health or personal emotional difficulty.."*

but what we find strongly evident is that financial stresses lead to crime. While the document acknowledges the impact of the recession on child



## BETTER OUTCOMES BRIGHTER FUTURES

The national policy framework  
for children & young people  
2014 - 2020

poverty, it doesn't acknowledge the impact of cutbacks to welfare, particularly targeting young people and families which has created new burdens for families and older teens, pushing a number of people toward criminal behaviour and drug dealing.

Relating to women's education, attainment and links to poverty, the document doesn't make suggestions about how the government will address the transition from welfare dependence to economic independence. If anything in the last three years there has been huge cuts to FAS CE schemes, particularly those aimed at training and upskilling this group. These have been replaced by short-term employment programs which don't provide long-term sustainability to the participants. Also there is a need to address childcare issues for young parents, in particular those who are already excluded from services because of their child care responsibilities.

In terms of economic security and opportunity for young people, there is a growing emphasis on getting young people into employment. In this document getting young people working seems to be the main drive (which problemises youth). The concept and labeling of NEET refers to young people who are not in education employment or training. In terms of tackling disadvantage and childhood poverty, there needs to be a systematic approach to tackle educational inequality and for long term sustainable employment, real progression routes and fully recognised qualifications need to be more accessible to those from disadvantaged backgrounds.

While certain areas, (some named above) for concern are laid out by the document, what is going to be done about the areas remains sketchy (as outlined in the commitments). I would be fearful that it may be a case of lip service, especially given the current governments' budgets over the last few years.

Finally, some of the points above raise serious questions over the direction of youth work; where we would see our role in youth development and critical social awareness and participation of young people? But our resources will be pulled in other directions, for example our role in tackling 'youth' crime, 'youth' unemployment (problematising), and involvement with child and family services and child protection.

**Ciara Cunningham has been the project leader in SWAN Youth Service for the past ten years and works to develop a comprehensive youth program, using a variety of modes of work. In her spare time, Ciara (alias the mountain goat) can be found cycling very slowly up mountains somewhere between "Carla and Wickla".**

## Eddie D'Arcy Independent Consultant

The youth work sector should broadly welcome this new policy framework as a clear and definitive statement of how the State values its children and young people. The document itself, in quoting Nelson Mandela "*There can be no keener revelation of a society's soul than the way it treats its children,*" recognises that the policy is a value statement on behalf of the State. The policy adopts an outcomes approach, based on five national outcomes for our children and young people. This outcomes approach will underpin all subsequent interrelated strategies. From a youth worker's perspective the outcomes identified fit very comfortably with the outcomes we would want for all the participants on our programmes.

The policy document is very compatible with the principles of youth work in that it:

- Takes a rights-based approach and links all the desired outcomes to the UN Charter of Rights for Children. The rights based approach is a strong theme throughout the document.
- Recognises youth participation as a key element of the policy and stresses the importance of the voice of young people being listened to and heard.

- It includes young people up to the age of 25, which is significant as the previous strategy only went up to age 18, for youth work.
- It recognises that children and young people struggle with a number of key transitions e.g. from national school into second level.

The policy document recognises the importance of prevention and early intervention, and specifically the contribution youth work makes in this area. The success of the youth work approach and the role youth organisations play in working with young offenders is highlighted in the policy document (with particular reference to the Garda Diversionary Projects). The policy identifies both the successful outcomes for the young people involved and the value for money the projects provide (€2,200 per participant per annum on the GDP versus €281,000 per annum for a young person in detention).

The then Minister of Children and Youth Affairs, Frances Fitzgerald T.D., needs to be congratulated for the proposals contained in the policy and for its implementation. The identification of the key departments with responsibility for driving the actions committed to by the government, and the naming of other departments and agencies is important. Her success in securing agreed commitments from other departments in a relatively short time frame is commendable.

However, the policy document is weak in terms of identifying additional resources for its implementation. It stresses the need for achieving '*value for money from existing services*'; the decommissioning of ineffective services and greater inter-agency co-operation. This will not provide much needed hope for youth organisations struggling to survive savage and disproportionate cuts of 40% over the past five years. The indicators identified in the policy document will require further development and should not be purely based on a numbers game (e.g. an increase in the numbers participating in youth clubs/projects does not take into account equality or diversity issues).

An important element of the policy going forward is the expectation that a number of key strategies will be developed to feed into this policy. It is critically important that youth workers and youth organisations contribute and participate in the strategy for young people currently being developed. The youth sector must ensure that its role is fully understood and valued, and that the positive contribution it makes to the lives of young people and the community is recognised and adequately resourced.

Finally, the vision statement from the policy framework ‘...for Ireland to be one of the best small countries in the world in which to grow up and raise a family, and where the rights of all children and young people are respected, protected and fulfilled; where their voices are heard and where they are supported to realise their maximum potential now and in the future’ is very similar to the vision of many youth workers.

**Eddie D’Arcy is an independent consultant.**

## Michael McLoughlin, Youth Work Ireland

**Better Outcomes, Brighter Futures –  
“Brave” Ambitions**

The publication of The National Policy Framework for Children and Young People is a welcome development. The document represents a clear and well elucidated attempt to set out the governments’ responsibilities and strategies across a range of public policy measures to promote the interests, rights and well-being of children and young people in Ireland today. All-in-all this is a good thing. However, as always the devil can be in the detail. In fact more accurately the devil is actually in the big picture!

Sir Humphrey Appleby in ‘Yes Minister’ and ‘Yes Prime Minister’ used to put the frighteners on poor Jim Hacker by telling him his proposed course of action was “brave”. The Minister’s worried face showed precisely the nature of well-intentioned grandiose political schemes. Rather than restrict itself to what we might see as traditional areas of children and youth policy the framework seeks a cross cutting approach realising that this issues do not fit neatly in to policy compartments and government departments. This is a welcome approach and one which was presaged by the more formal establishment of the OMCYA in 2008 and reflects the views of many observers in the field.

Like many policy documents and plans, if all the commitments and plans in this document were realised and the “joined up approach” reflected in everyday decisions and policy, we really would be heading for a brighter future. However, a more sober assessment of the policy environment and realities for children and young people in the last few years suggests that while ambition is always to be welcomed, it must be based on real and substantive change across government. Regardless of policy commitments the realities of the day-to-day world of improving outcomes for children is fraught with obstacles and blockages; many of which emanate from the actions, or inactions of other, often quite important, policy players.

The Annual Report Card produced by the Children’s Rights Alliance provides a litany of the failures of joined up policy making and implementation down the years. Perhaps this new policy framework will provide the impetus for much needed change? However, this is a well-worn aspiration and there have been countless reports saying the same thing with the same response. It is strange indeed to be finding fault with a government policy document for being too ambitious, but ambition needs to be reflected in substance. Apart from some co-ordination measures the general landscape remains the same.

The reality of public administration (the real politics) is that the Department of Children and Youth Affairs is a new and small government department. Its desire to promote a joined up approach is not only laudable but revolutionary. However, it is up against some big beasts in terms of reach, spending and political importance. Everyone wishes them well in delivering on such an ambitious project... they’ll need it.

**Michael McLoughlin is Head of  
Policy and Advocacy with  
Youth Work Ireland.**

The National Policy Framework for Children and Young People can be downloaded from the Department of Children & Youth Affairs Website [www.dcy.gov.ie](http://www.dcy.gov.ie)

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# RESEARCH BRIEF

## 'Youth Work, Self-Disclosure and Professionalism' in the Journal Ethics and Social Welfare

Cat Murphy and Jon Ord

### Uses and Abuses of Self-Disclosure in Youth Work:

The issue of self-disclosure in youth work practice is almost entirely framed around the sharing of personal information by young people to workers, rarely if ever is the issue of worker's disclosure talked about. Contemporary youth work practice focuses almost entirely on professional distance and the importance of boundaries between personal and professional life. However, I would argue that self-disclosure is inevitable in the practice of youth work, and if used well and with conscious intent, can enhance practice, but if used wrongly can seriously undermine youth work's effectiveness.

It is fairly widely accepted that relationships are the bedrock of youth work; workers readily emphasise the importance of respect, trust and mutuality. However, it should be remembered that relationships are necessarily two-way. Whilst in youth work relationships are formed for the benefit of the young person, that is, they are 'other directed', important questions remain about how those relationships are formed and what and how much of our 'selves' we make present.

One way to begin to think about self-disclosure might be to differentiate between levels of self-disclosure:

**Firstly what might be regarded as 'free and open':** Aspects of ourselves that are often permanently being disclosed through everyday interactions, but can none-the-less be a vital vehicle for engagement and conversation with

young people, such as our clothes, hairstyle and choice of food.

**Secondly, what might be called 'selective':** Here a practitioner may disclose their interests, the things that begin to define them as a person. The context and purpose of such a disclosure is important, it might be to reassure a young person who wants to step outside the normal boundaries of their peer group, or to offer a challenge to young peoples' prejudices of what is normal and acceptable.

**Thirdly what could be described as 'discretionary':** This area relates to the practitioner's experience and history, as well as their personal responses to those events. For example,

disclosing a hidden disability such as dyslexia in an attempt to show that barriers can be overcome.

Whilst it could be argued there is some overlap between the selective and the discretionary layers, what distinguishes the two is the sensitivity of the material in question. For example, the discretionary sphere might include previous criminal convictions or one's sexuality.

In the discretionary sphere workers need to appreciate the issues need to have been worked through, and to some extent resolved before the worker shares information about them, so as not to in any way 'off load' onto the young person. So, for example if one was questioning one's sexuality that would



not be a good time to disclose it to a young person, but workers have used the fact that they are gay or lesbian as an important way to challenge stereotypical assumptions.

**Finally, the level of the ‘personal’ or private’:**

This refers to the inner most layer of the conscious self and is closely guarded. It may at times guide and influence, even support workers in their practice, but it is kept separate from any interaction with a young person and is rarely if ever disclosed. For example, commitments to social justice might be driven from personal injustices, the details of which are rarely if ever made public. This area includes intimate feelings and experiences, traumatic life events or unresolved experiences, for example the



practitioner’s intimate relationships or personal bereavements.

The boundaries between these layers may not be hard and fast and as experiences are worked through, they may become more suitable to be disclosed. For example as the grieving process is worked through, the sharing of such an experience moves from being one which is likely to be mere offloading of unresolved feelings by the person doing the

disclosing, to one that could be both supportive and educational to the recipient. But distinguishing between these various levels of self-disclosure begins to enable practitioners to reflect on what and how they use aspects of their ‘selves’ in their practice.

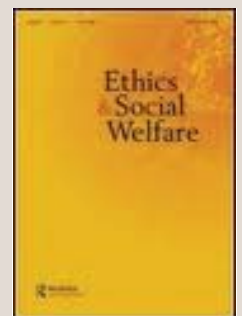
**An important cautionary**

**note however:** It is one thing to intentionally share a pertinent piece of personal information and consciously disclose it to a young person in the hope that it enables, empowers, supports or challenges them. It is quite another to dominate encounters, and make the interactions be ‘about you’ and not them... Inappropriate disclosures place the worker too centrally in the engagement, and are more likely to undermine, inhibit and disempower young people. Inappropriate disclosures are even more problematic when they relate to the discretionary or private sphere where workers, perhaps inadvertently, are still ‘working through’ their own issues and inevitably using young people for their own emotional support.

Self-disclosure in youth work practice is a two-way process it is not only about young people sharing information about themselves with us. Self-disclosure, particularly at the free and open level, is inevitable and at other levels, if done well and appropriately can enhance engagements and benefit young people. Workers need to reflect on their use of self and try and ensure it enhances rather than undermines their practice.

A more in depth discussion of these issues can be found in the following paper by Cat Murphy and Jon Ord entitled ‘Youth Work, Self-Disclosure and Professionalism’ in the Journal Ethics and Social Welfare available at:

[www.tandfonline.com/doi/abs/10.1080/17496535.2012.760639#.U33V-NJdWul](http://www.tandfonline.com/doi/abs/10.1080/17496535.2012.760639#.U33V-NJdWul)



**About the Author:**

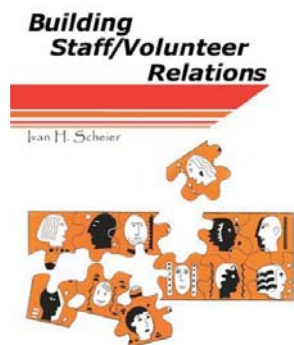
Jon has worked for 20 years as a youth work practitioner in a variety of settings and brings a wealth of knowledge and commitment to youth work and his teaching and research. He is particularly interested in the relationship between theory and practice of youth work, the impact of policy on practice; well as the management of youth & community work and outdoor education.

Dr. Jon Ord [jord@marjon.ac.uk](mailto:jord@marjon.ac.uk)

# IYWC New Library Resources

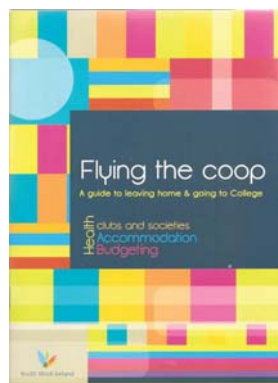
## **Building Staff/Volunteer Relations** by Ivan H. Sceier, 2003

This book will help employees and volunteers work together successfully by exploring the reasons for conflict between volunteers and employees. The author eases the all-too-common stresses of this relationship with a step-by-step process for analysing tasks and work preferences for both paid and unpaid staff. The book offers a great number of creative and practical solutions and contains lots of useful planning guides. It will help you to: Deal with one of the most important issues in volunteer management; Diagnose why there is so often tensions between employees and volunteers and help you take steps to develop successful working teams.



## **Flying the Coup: A Guide to Leaving Home & Going to College** by Youth Work Ireland Roscommon N.E./ Galway, 2014

Going to college is both an exciting and daunting time for young people. Flying the Coup is a guide book for young people leaving home to attend college. It covers all the relevant areas involved in making the

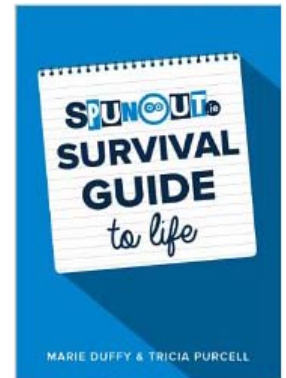


transition and has been compiled with inputs from experts in the various fields, together with practical tips and comments from students based on their own real life experiences. Areas covered in the booklet include Looking for Accommodation; Making the Adjustment; Cost and Budgeting; Clubs and Societies; Health and Personal Identity.

## **SpunOut.ie Survival Guide to Life** by Spunout, 2014

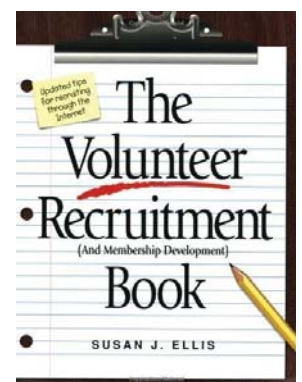
Being a young person anywhere comes with lots of issues; some that may drag you down for a time, others you can get up from, brush off and continue on as if nothing happened. The age 16-21 is a mediator between the generally cosy, guided world of being a kid and the new more broad unknown world of being an adult. It's full of new responsibilities and new worries, from whether to have that drink to fit in, to what you want to do for the rest of your life! This Survival Guide aims to help the young person navigate the difficult challenges in life, whether at home, in school, at college or in work. The book contains information on dealing with lots of different issues including; mental health problems, exam stress, finding a job, sexual health, alcohol & drugs, healthy living, bullying and much more.

*This book can be downloaded from [www.spunout.ie/guide](http://www.spunout.ie/guide)*



## **Volunteer Recruitment (and Membership Development) Book: 3rd Edition** by Susan J. Ellis, 2002

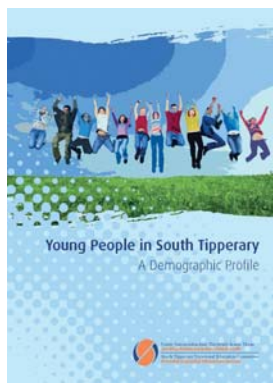
This book is crammed with every suggestion and recommendation on the subject of recruitment developed over the author's 30-plus years in the volunteer management field. The book shows how to design the best assignments for volunteers as the initial step to recruit the most qualified people. What follows is a wealth of information on topics ranging from how your organisation's image affects your success in



recruitment to where to look for new volunteers, including your own backyard. The Volunteer Recruitment Book also offers a whole chapter on membership development for all-volunteer organisations, including how to get current members "off the rolls and on their feet."

**Young People in Tipperary - A Demographic Profile - 2nd Edition**  
by Tipperary ETB, 2014

This second edition demographic profile was compiled by the youth officers as part of their role to support youth work services and programmes under the Youth Act, 2001. It includes statistics and demographic information in relation to young people in Co. Tipperary. The report draws primarily on data released by the Central Statistics Office, as part of the 2011 Census and on statistical information available from other



national repositories. The report updates and enhances the information previously compiled on South Tipperary and includes similar statistical information regarding young people in North Tipperary with a view of enhancing and supporting the work of all the organisations working to deliver youth services throughout the whole of Co. Tipperary.

*This report is available to download from [www.tippssouth.vec](http://www.tippssouth.vec)*

These books and others on the topics covered in Scene Magazine are available on loan to IYWC members.

For more information contact:  
[library@iywc.ie](mailto:library@iywc.ie)

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# Scene Magazine

## Call for Contributions

Our next edition of Scene Magazine will feature the Five National Outcomes as its main theme.

We now welcome contributions from practitioners on this topic, the articles should be approximately 800-1000 words in length.

Please email your 250 word proposal only to Gina Halpin, [ghalpin@youthworkireland.ie](mailto:ghalpin@youthworkireland.ie) along with your full name, the youth service you are associated with, the title and type of article you are proposing.

### Deadline for Contributions:

If your proposal has been accepted you will be notified of a day for having a full first draft submitted. You may also need to make yourself available in the fortnight that follows to work closely with the Scene Magazine editorial team to make any required revisions or edits to your article.

Guidelines for providing articles, research briefs and symposia inputs are available to download from

[www.youthworkireland.ie/youth-work-centre/scene-magazine](http://www.youthworkireland.ie/youth-work-centre/scene-magazine)

Active & Healthy

Achieving

Safe

Economic Security

Connected & Respected

## Scene Symposia

All editions of Scene Magazine are now accompanied by an informal youth work practitioner's symposium to share and discuss the ideas in the articles with practitioners, volunteers and young people. We therefore ask contributors to attend this informal sharing and learning event.

Contributors are not required to present, but will be assisted to make a presentation if they wish to do so. Contributors will be asked to take part in informal conversations with practitioners attending the event.

The symposia are run in partnership with CDYSB.  
[www.cdysb.ie](http://www.cdysb.ie)

## Upcoming Symposia

**Five National Outcomes:** September 2014  
**Employment Symposium:** December 2014

All these events will take place in the national office of Youth Work Ireland, in Dublin.

There is no cost for attending these events, however, places are limited and available on a first come first served basis.

Booking can be made at :

[www.youthworkireland.ie/events](http://www.youthworkireland.ie/events)  
or contact [gina@iywc.ie](mailto:gina@iywc.ie) / 01 8584512