

# Youth Information Worker Competence Framework



european youth information  
and counselling agency

eurodesk

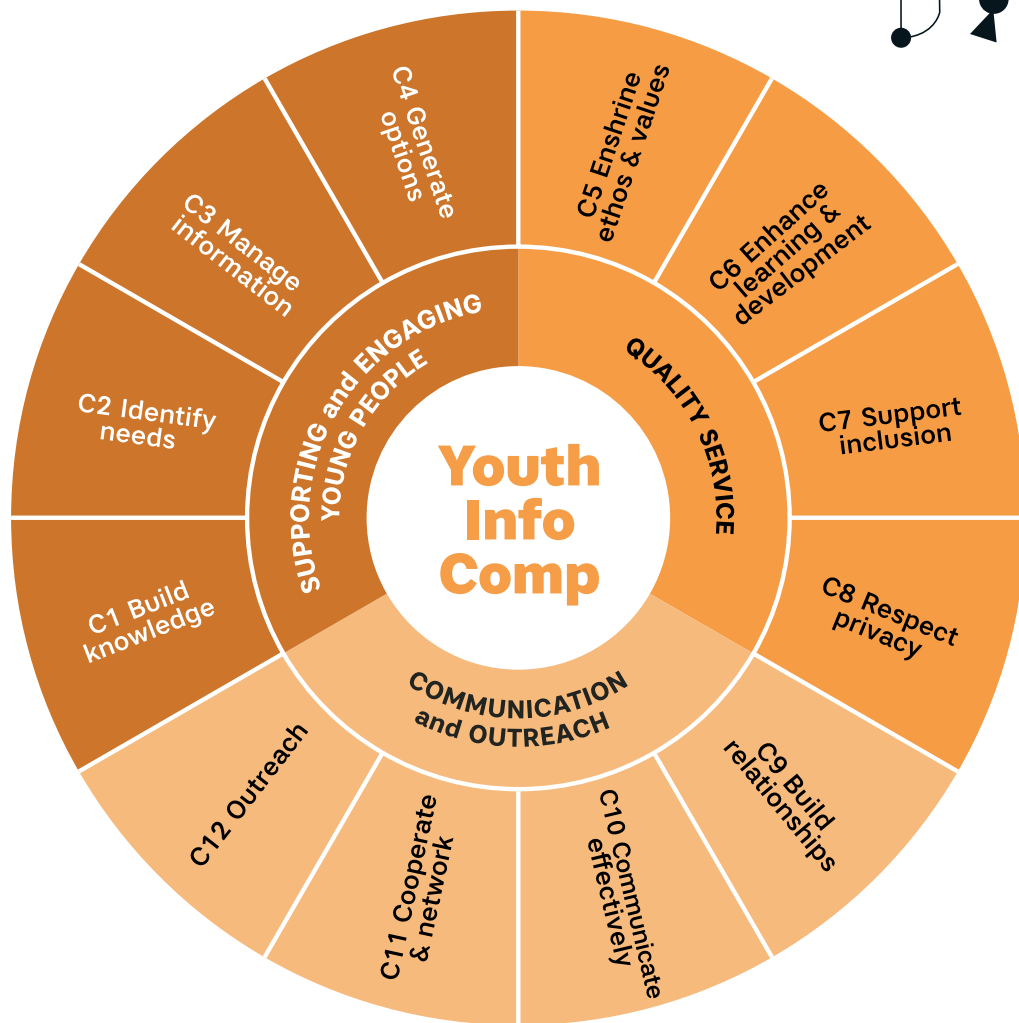
**i** Youth Information professionals deliver youth information services in a variety of settings in order to support young people's autonomy and wellbeing. They ensure that information services are accessible, resourced and welcoming, and run online and/or face-to-face outreach activities aimed at both individuals and groups.

Youth information workers help young people make their own informed decisions and become autonomous and fulfilled citizens!



## 12 competences grouped in 3 key areas

Each competence has a specific title and description which explains the value and application of this competence to youth information work. There is no hierarchy within the framework; all competences described are of equal importance.



Youth information workers can use **YouthInfoComp** to:

**Understand and explain** their role to young people and stakeholders.

**Identify areas** for skills and operational improvement and set professional development objectives.



Organisations providing youth information services can use **YouthInfoComp** to:

- **Promote understanding**, visibility and recognition of the youth information workers profile and services at European, national, regional or local level.
- **Enhance** the role of youth information services in design and development of youth services and policies at local, regional, national level and European level.
- **Design vacancies**, recruitment criteria and HR development plans in the Youth Information Work sector.
- **Identify skills development** needs and education and training opportunities for Youth Information Workers.