

## **Job Description**

<b>Job Title:</b>	<b>Young People Advisor (Changemaker - Customer Journey)</b>
<b>Reports to:</b>	<b>Manager – Customer Journey</b>
<b>Location:</b>	<b>Hybrid working, mix of home based, office based, and community based. Our locations included (Havering, Harrow, Brent, Bexley, Hackney, outreach, and satellite community sites)</b>

### **Purpose:**

To work with young people who are not in employment, education, or training (NEET) living in the London Boroughs of Bexley, Brent, Hackney, Harrow, and Havering to support them into sustainable learning and/or work opportunities.

### **Main Duties and Responsibilities**

This is a general description. The emphasis on duties may vary depending on the work location training, experience, and support.

- Work with a caseload of up to 30 young people at any one time.
- Assess need and agree a personalised programme of support for each participant from a selection of employability curriculum and activities, mentoring and role models.
- Agree bespoke training plans for all participants on your caseload, set and review progress towards goals.
- Focus on progressing all participants on your caseload into sustainable learning and employment.
- Draft clear bespoke training plans which clearly set out the curriculum, activities and mentoring/role model support required and when this support will be required.
- Act as an ambassador for Spark Change with stakeholders across the five participating LA's, identify opportunities for collaboration, not duplication to secure better outcomes for young people.
- Support the recruitment and engagement of participants onto the Spark Change programme where required.
- Work closely with other GLA ESIF Inclusive Labour Market funded projects to share best practice.
- Achieve monthly and quarterly targets related to recruitment and engagement of participants onto the Spark Change programme, their progression and sustainment into learning and work.

- Provide information Advice and Guidance (IAG) to support progression for young people 18-24.

### Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must always meet the requirements of the Data Protection Act.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality, and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

<p><b>Person Specification</b></p> <p><b>Job Title:</b></p> <p>(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>Degree or Equivalent (D)</li> </ul> <p>One of the following qualifications (E)</p> <ul style="list-style-type: none"> <li>Professional qualification in advice and guidance, mentoring, coaching, teaching or youth and community work</li> </ul> <p>And:</p> <ul style="list-style-type: none"> <li>Prepared to undertake and meets the requirements for any additional qualifications</li> </ul>
<p><b>Experience of (all [E] unless indicated)</b></p> <ul style="list-style-type: none"> <li>Experience of caseload planning management and organisational skills</li> <li>Experience of developing and maintaining rapport and effective relationships with young people</li> <li>Experience, understanding and empathy with the lives of young people</li> <li>Proven track of achieving goals and targets on payment by results programmes</li> </ul>
<p><b>Skills and Attributes (all [E] unless indicated)</b></p> <ul style="list-style-type: none"> <li>Ability to use ICT (minimum requirement is an ability to use word and PowerPoint and able to follow instructions for the inputting and retrieval of information from a database)</li> <li>Able to work flexibly including some evenings and Saturdays</li> <li>Demonstrate an understanding of the barriers facing people from vulnerable groups and a commitment to actively promoting and helping young people to progress (D)</li> <li>Commitment to blended delivery</li> <li>Ability to thrive under pressure</li> <li>Strong planning and organisational skills</li> <li>Proven ability to work with key stakeholders to ensure high performing, smooth running projects that complement and add value to existing provision</li> <li>Ability to engage with young people and work collaboratively with them to design effective programmes of support</li> </ul>

**Personal qualities, communicating and relating to others** (all [E] unless indicated)

- Ability to work under pressure and meet contract KPIs
- Communicates well with individuals and groups using a variety of media (D)
- Demonstrate an understanding and active commitment to equality and diversity
- Commitment to continuous professional development
- Ability to engage with young people and work collaboratively with them to design effective curriculum and activities programmes.
- Commitment to a strength rather than a deficit-based model
- Ability to build effective relationships with colleagues and external partners to create effective customer journeys

**Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults
- This post requires a Disclosure and Barring Service Check at an enhanced level

**Other**

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity