

## **Job Description**

<b>Job Title:</b>	<b>Young People's Follow-up Support Worker</b>
<b>Reports to:</b>	<b>Operations Director, Children's Services</b>
<b>Salary Range:</b>	<b>£11.00 per hour</b>
<b>Location:</b>	<b>Home based – establishing contact with young people in London, Yorkshire, Midlands and Gloucestershire with the likelihood of specialising in no more than two contract areas/regions</b>

### **Purpose**

To contact 16-18 years old school and college leavers to check if they have progressed into education, employment or training or become unemployed. To provide initial advice on education and training opportunities available and refer those requiring additional support to careers guidance teams or other local support services. To update the record of those contacted onto a client database.

### **Main Duties and Responsibilities**

Shaw Trust Children's Services are funded by a local authorities, schools and colleges to provide the information, advice and guidance required to enable young people aged 16-18 to progress into and remain in education, training and employment.

Each contract requires Shaw Trust to make contact, a minimum of annually, with Year 11 and 12 leavers, those on apprenticeships, in employment and unemployed to check that they have made a successful transition into education, employment or training. A significant proportion of this information is requested from schools and colleges by our Regional Management Information Teams. They process enrolment information to update hundreds of thousands of client records on the client database, CCIS.

A number of young people do not appear on the enrolment lists provided so we require Client Follow Up Support Workers to contact young people direct to find out if young people have progressed into learning and work or become unemployed.

Shaw Trust is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

## Job Description

- Tracking young people aged 16-18 across a number of local authorities in London, Yorkshire, Midlands and Gloucestershire to establish whether or not they have made a successful transition into education, employment and training or whether they require additional support.
- Use a range of methods including telephone, e' mails and social media.
- Speaking with parents and carers about the current education status of their child where contact with the young person has not been possible
- Inputting and updating records on a client database or Excel spreadsheet even when a contact has been attempted but not made
- Receiving electronic lists of young people to contact from a local contract manager or member of the Regional Management Information Team.
- Ensure adherence to the company's equalities and diversity, data protection and safeguarding policies.
- Other duties commensurate with the level and nature of the post.

## Other

- Undertake any further training as identified in the Shaw Trust review procedures.
- Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
- 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.
- 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.
- The Trust has an Equality and Diversity 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.
- To maintain the confidentiality about participants, 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 meet the requirements of the Data Protection Act at all times.
- Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
- To report to Line manager, or other appropriate person, in the event of awareness of bad practice.
- Recycle and manage energy within your environment.
- Ensure that good practice is shared across employment services and with the wider organisation.
- Actively promote and embed the Trust's behaviours.

This role description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

## Person Specification

### Job Title: Client Follow-up Support Worker

(E = Essential D = Desirable)

<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Experience, Knowledge and Skills</b></p> <ul style="list-style-type: none"><li>• Must be confident working with the public, with some experience of and/or an interest in supporting young people. <b>(E)</b></li><li>• Have some knowledge of the qualifications landscape and the opportunities and challenges faced by young people. <b>(E)</b></li><li>• Be prepared to research into post 16 provision in the contract areas you are asked to specialise in. <b>(E)</b></li><li>• Must be polite, patient and have excellent written and verbal communication skills. <b>(E)</b></li><li>• Must be able to work to performance targets and deadlines. <b>(E)</b></li><li>• Must be flexible and adaptable to maximise the opportunities available to contact young people e.g. early evenings and Saturdays. <b>(E)</b></li><li>• Prepared to accompany a colleague to visit young people at home where they cannot be contacted by telephone, e mail or social media. These visits are risk assessed and fully compliant with Shaw Trust and Government Covid 19 regulations. We appreciate that this aspect of the role is only viable for applicants living in Gloucestershire, Bradford, Wakefield, Coventry, Warwickshire, Northampton and the London Boroughs of Bexley, Brent, Hackney, Harrow, Havering, Kensington and Chelsea, Redbridge or Westminster. You will not be disadvantaged if you live elsewhere and wish to provide the telephone and e mail based service only. <b>(D)</b></li><li>• Ability to problem solve and respond appropriately to a variety of situations. <b>(E)</b></li><li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. <b>(E)</b></li><li>• Comfortable working remotely using a range of digital channels including phone, video conferencing, instant messaging and email. <b>(E)</b></li><li>• Good administration, IT and organisational skills with good experience of using MS office software. <b>(E)</b></li><li>• Solutions focused with ability to work under pressure. <b>(E)</b></li><li>• Ability to work on own initiative and as part of a team. <b>(E)</b></li></ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"><li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li><li>• This post requires a Disclosure and Barring Service check at Enhanced level. <b>(E)</b></li></ul>
<p><b>Other</b></p> <ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. <b>(E)</b></li></ul>