



Hertfordshire Building Better Opportunities (BBO)

Youth Futures Mentor

Job Pack

Sova is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Enhanced DBS checks will need to be completed and any individual banned from working with children/and or vulnerable adults should not apply.

When completing the application form please ensure that you provide evidence of all the criteria in the person specification.

Sova is a user of the Disability Confident scheme and actively welcomes applications from disabled candidates. We operate a guaranteed interview scheme for all disabled applicants whom the shortlisting team determine meet the minimum criteria for the post (see essential criteria on the person specification). Please ensure that you highlight that you are disabled on the diversity form to ensure that you are automatically considered for a guaranteed interview, if you meet the minimum criteria.

Job Reference: M1238 - Please ensure you quote this reference on your application form

Base: Hemel Hempstead

Salary Range: £19,482 - £21,147 pro rata

Starting Salary: £19,482 pro rata

Hours: 21 hours per week, 3 days

Closing Date: Midday, Friday 18th August 2017

Interview date: To be confirmed

The Youth Futures Mentor role is wide-ranging. Duties vary according to the needs and aspirations of the young person. The key aim is to support the young person to overcome complex barriers, improve employability and enter a sustained education, training or work destination.

The role requires a degree of experience of working with vulnerable and challenging young people and will expect post holders to manage their own case load and plan, deliver and measure interventions to support the participants they work with.

Please do not send CV's as they are not an acceptable alternative to any part of the application form and will not be considered. Completed application forms or any queries should be returned electronically to:

recruitmentsouth@sova.org.uk



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Youth Futures Mentor

Job Description

ORGANISATIONAL BACKGROUND

Sova is a charity that works in the heart of communities in England and Wales helping thousands of people to steer clear of crime. When people find themselves in difficult situations, we make sure they have someone on their side to help them find the confidence to make choices to improve the quality of their lives. Whether it is about finding a job or finding friends, understanding how to manage money or discovering new prospects, we help people change their lives for the better.

Sova's vision is for a society where people have the stability and confidence to steer clear of crime and make better choices, building stability both at work and at home.

Sova works with a range of partners and receives funding from a number of sources to offer the personal support and practical advice that enables people to make better choices and improve the quality of their lives.

Sova is a wholly owned subsidiary of CGL, benefitting from being part of the wider CGL group and sharing its values and vision to enable those in need to help themselves to lead independent and crime free lives. For information about CGL and their work, please see their website www.cgl.org.uk.

CONTEXT

Sova's mission is to support, challenge and inspire people to make changes to improve their lives and fulfil their potential. We help 'hard to reach' individuals and families, offenders and ex-offenders stay out of trouble, get people into training and jobs, enable people to rebuild their family and personal relationships giving them greater stability, and give people the chance to gain or share skills by volunteering within their own community. We help approximately eight thousand people per year turn their lives around.

PRINCIPAL TASKS

- Liaising with the referral team / career guidance professional to get an overview of the young person's history, support needs and aspirations.
- More detailed assessment of the young person's needs.
- Development of an action plan with the young person outlining goals, actions and timelines; then regular review of progress / updating of the action plan as the young person progresses through the 5 steps.
- Providing 1-to-1 dedicated support (face to face, online, telephone, skype).
- Implementing strategies and supporting participants to take part in work in each of the 5 steps: overcoming barriers structured activities, social action, work experience and support into progression.
- Supporting participants to develop strategies to overcome personal barriers to employability, addressing particular issues faced by the young person.
- Liaising with volunteering and work experience placement brokers to ensure collaborative placement support for the young person.
- Liaising with other providers / partners within and beyond the project to identify suitable structured activity / re-engagement sessions, learning or employment opportunities. Also, to enable reasonable adjustments to be made.
- Liaising with the young person's family members, carers and support, with the young person's agreement, to enable them to contribute to maximising the young person's potential.
- Monitoring attendance and timekeeping for the young person's activities related to the programme.
- Introducing participants to other partners for joined-up support.
- Attending induction and good practice workshops to learn and share expertise.
- Work within the hub structure alongside other BBO partners/staff to ensure the highest quality outcomes for participants.
- Ensuring all the necessary participant paperwork is correctly completed and stored.
- Collecting evidence of destinations including course or job offer letters.
- Taking a proactive role in participant safeguarding.
- Taking a proactive role in promoting equal opportunities.
- Demonstrate responsibility for own continuing professional development (CPD) by proactively maintaining and updating relevant knowledge and skills.
- Maintain clear case records in the BBO project Management Information System to auditing standards for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Take part in regular BBO project good practice sharing meetings.
- Link up with Mentors and other staff across the other BBO strands.

The duties and responsibilities listed above describe the post as it is at present. For the successful candidate there may be some flexibility depending on their competencies. The post holder is expected to accept any reasonable alterations that may be necessary.

Core Competences

- Ability to build a rapport with young people and evidence of working with them individually and in small groups.
- Able to communicate effectively with young people, colleagues, employers, training providers and people from a range of professional backgrounds.
- Ability to encourage/influence employers to support work experience.
- Good written and verbal communication skills, listening skills.
- Awareness of the range of issues faced by young people.
- Ability to advocate and negotiate on behalf of clients.
- Accurate record keeping and data input skills / good literacy and ICT skills.
- Ability to record information to enable assessment of need, maintenance and evaluation.
- Ability to work flexibly and prioritise workload.
- Good planning and organisational skills.
- Ability to work under pressure and be adaptable to tasks as required and to demonstrate a pro-active approach to problem solving.
- A basic knowledge of employment law.
- Understanding of the issues facing young unemployed people and able to challenge stereotyping or other discriminatory practice.
- Full UK driving licence and access to own car in order to travel independently across the county.

All Sova members of staff are required to demonstrate a number of core competences as shown below:

- Manage self
- Support and promote Sova policy
- Be self administrating
- Communicate effectively
- Use Microsoft Office programmes including Word and Excel to an appropriate standard

Attitudes and Behaviours

All Sova members of staff are required to act at all times in accordance with Sova expectations of attitudes and behaviours. These attitudes and behaviours include, but are not limited to:

- Representing Sova in a professional manner on all occasions.
- Striving to improve and share good practice, and work towards continuous improvement
- Maintaining and promoting effective communication and shared good practice across the organisation as a whole and externally.
- Promoting mutual trust and respect as a guiding principle for all working relationships both internal and external
- Adopting a co-operative approach to service delivery which draws on the strength, knowledge and expertise of all individuals including service users, staff and volunteers
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Role Profile – Youth Futures Mentor - Key Competences

Listed below are the key competences, the qualifications, the knowledge and/or experience required for this post. Evidence of meeting the criteria in this person specification must be shown when completing the application form for the post and will be further tested at interview through questioning and testing.

The post holder will be able to:

| Competences | E/D | Assessment criteria |
|--|------------------------|--|
| | Essential Desirable | A – App Form I – Interview T – Test D - Documents |
| Administration | | |
| Use word processing and spreadsheet software | E | A,I |
| Use IT to exchange information | E | A,I |
| Use database software | E | A,I |
| Store, retrieve and archive information | E | A,I |
| Accurate record keeping and data input skills/good literacy and ICT skills | E | A,I |
| Common management Competences | | |
| Participate in meetings | E | A,I |
| Experience of partnership work and liaising with a wide range of agencies including statutory, private and voluntary sectors | E | A,I |
| Planning work; meeting deadlines | E | A,I |
| Ability to record information to enable assessment of need, maintenance and evaluation | | A,I |
| Experience in recording information on data information systems and analysing and interpreting data | E | A,I |
| Working with young people | | |
| Experience of working with challenging and vulnerable young people | E | A,I |
| Experience of working with care leavers, young people with mental health and/or learning disabilities. | D | A, I |
| Good understanding of the barriers to employment faced by young people | E | A,I |
| Ability to build a rapport with young people and evidence of working with them individually and in small groups | E | A,I |
| Ability to communicate effectively with young people | E | A,I |
| Awareness of a range of issues faced by young people | E | A,I |
| Communications | | |
| Ability to encourage/influence employers to support work experience | E | A,I |
| Good written and verbal communication skills, listening skills | E | A,I |
| Ability to advocate and negotiate on behalf of clients | E | A,I |
| Ability to communicate effectively with colleagues, employers, training providers and people from a range of backgrounds | E | A,I |
| Manage Self | | |
| Maintain and develop your own knowledge, skills and competence | E | A,I |
| Ability to work flexibly and prioritise workload | E | A,I |
| Ability to work under pressure and be adaptable to tasks as required and to demonstrate a pro-active approach to problem solving | E | A,I |

| | | |
|--|---|-----|
| Good planning and organisational skills | E | A,I |
| Support and promote Sova Policy | | |
| Promote equality and value diversity | E | A,I |
| Contribute to safeguarding vulnerable adults | E | A,I |
| Extra Competence Requirements for the post | | |
| A basic knowledge of employment law | D | A,I |
| Understanding of the issues facing young unemployed people and able to challenge stereotyping or other discriminatory practice | E | A,I |
| Health & Safety | | |
| Ensure health and safety requirements are met in your area of responsibility | E | A,I |
| SPECIAL CONDITIONS RELATING TO THIS POST | | |
| Full UK driving licence and access to own car in order to travel independently across the country | E | D |
| DBS check required | E | D |

Summary of conditions

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|--------------------------------|---|
| JOB TITLE: | Youth Futures Mentor |
| BASE: | Hemel Hempstead |
| STARTING SALARY: | £19,482 (pro rata) |
| WORKING WEEK: | 21 Hours (3 days) |
| HOURS OF WORK: | Normal working hours are between Monday – Friday, 9am and 5pm; however the post holder may be required to work outside of the normal hours (evening and weekends). Overtime is not payable as Sova operates a time off in lieu system for any hours worked in addition to those stated. |
| PROBATIONARY PERIOD: | This post is subject to a 6-month probationary period. 1 weeks’ notice is required on either side during probationary period. Once confirmed in post, notice is 4 weeks either side. |
| CONTRACT: | This post is dependent on current funding. Whilst all efforts will be made to secure continuing funding Sova can only guarantee the post until the set date. |
| HOLIDAY ENTITLEMENT: | 26 days, plus all Public Holidays (pro rata) |
| LEAVE YEAR: | April - March |
| PENSION: | Those meeting eligibility criteria will be auto enrolled with Standard Life |
| TRAVEL AND SUBSISTENCE: | All costs other than home to office are reimbursed according to regulations and within budget |
| CRIMINAL RECORD CHECK: | Yes |
| ACCESS: | Sova’s policy is to facilitate access for people with disabilities |
| SMOKING: | Smoking is not permitted in Sova buildings |
| ANY OTHER INFORMATION | Parking facilities vary according to location |

Signed
 Job HolderDate.....

Signed
 Line ManagerDate