

Youth Engagement Officer Job Description and Personal Specification

Role:	Youth Engagement Officer
Place of work:	Home based with regular travel and delivery in Birmingham, Staffordshire, Shropshire and Telford & Wrekin.
Hours of work:	Full time, 37 hours per week
Salary/Grade	25k
Reports to:	HATCH Programme Coordinator
Level of screening:	Enhanced DBS

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help.

With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Where you fit in

As a Youth Engagement Officer, you will be responsible for supporting the coordination and delivery of two of our services across the West Midlands, HATCH and NCS.

Hatch is an employability programme, run in partnership with KFC - commissioned by UK Youth - which provides workshops and paid work experience placements for young people aged 16-25 who are not in education, employment or training, or are at risk of being so. Young people are required to complete pre-employment workshops with us at Catch22 before starting their 4 weeks of paid work experience at KFC.

National Citizen Service (NCS) is a flagship policy at the heart of the coalition government's vision for building a big society.

NCS aims to support participants' personal and social development and help them develop the confidence, skills and attitudes they need to take on active roles in their communities and develop themselves for their own future. The NCS community grants programme is an all year round programme aimed at 16 – 17 year olds to help them develop employability, independent living and social action skills.

Main Duties & Accountabilities

Post holder must have a full UK driving licence with access to a car as travel is required as part of this role.

HATCH

- Support the planning and coordination of the HATCH programme.
- Engage and build positive relationships with our commissioners, placement managers, employers, job centres contacts, participants and Catch22 colleagues.
- Lead on all contact with young people inc providing recruitment, sign-up, onboarding and in-placement support throughout the various stages of the programme.
- Provide effective support on a one-to-one or group basis to achieve all programme KPI's including young people recruitment targets, attendance at pre-employment workshops and placement completion rates within timelines set for each cohort.
- Facilitation of pre-employment workshops to cohorts of young people in order to support their progress into a KFC placement.
- Attendance at any required events to promote the Hatch programme, including career fairs, open days and partnership events.

NCS

- Work on various programmes/projects throughout the course of the year including evenings and weekend work where necessary.
- Deliver employability and skills sessions to young people in a classroom environment.
- Work with groups of young people to plan and deliver social action projects in their communities.
- Support the planning and coordination of the NCS community grants programme.
- Support gathering data from schools, community organisations and other recruitment sites and to support our targeted recruitment strategy.
- Engage with young people by providing recruitment and retention support throughout the various stages of the programme.
- Act as a liaison between participants, parents, and relevant stakeholders.

Shared

- To offer a high standard of service to young people/participants, parents and stakeholders providing appropriate, accurate information and demonstration of a professional, supportive and positive manner.
- Assist Programme Coordinators and Community Engagement Officers to ensure all necessary and appropriate safeguarding, data handling, health & safety and other legal requirements are in place to protect participants and staff.
- Monitor and evaluate programme outcomes, providing feedback for continuous improvement.

What does good look like for this role?

- Clear understanding of Catch22 and its vision, mission and ethos.
- Passionate about supporting young people to meet their potential.
- Excellent interpersonal skills to build relationships with community partners.
- Recruit young people on to the both programmes.
- Target driven and self-led.
- Drive forward new innovative ideas for young people.
- Delivering an engaging and creative programmes.

- Strong project management skills.
- Ensuring that you meet all contract requirements within the required timeframe.

Organisational Relationships

You will report directly to the HATCH programme coordinator.

You will proactively work with other Catch22 Colleagues and share best practice.

Successful HATCH and NCS delivery also relies on making good relationships with key organisations and individuals in the local area and you will be responsible for ensuring these partnerships work for them and for the programme.

Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Post holder must have a full UK Driving license with access to a car as travel is required as part of this role.</p> <p>Educated to A Level or equivalent.</p>	<p>Professional qualification in a relevant discipline e.g. Youth and Community Work, Social Work, Education, Counselling, Health, or Sports.</p>	A, I
KNOWLEDGE	<p>Knowledge of relevant youth policies, legislation and the wider youth agenda.</p> <p>Knowledge of supporting projects in the public, private or voluntary sectors.</p> <p>Demonstrated ability to incorporate and demonstrate an equal opportunities perspective in all areas of work, including race, disability, sexual orientation and gender.</p>	<p>Knowledge of the HACTH/ NCS Programmes.</p>	A, I
EXPERIENCE	<p>Substantial experience of working directly with young people from a wide variety of backgrounds.</p> <p>Experience of supporting the planning, delivery and evaluating activities for and with young people.</p> <p>Experience of working in partnership with a variety of agencies to achieve agreed outcomes.</p> <p>Experience and understanding of Health and Safety, Safeguarding and data handling practices.</p> <p>Experience and understanding of the issues affecting young people at risk of social exclusion/offending.</p>	<p>Experience in recruiting young people on to youth programmes.</p> <p>Experience of partnership development and community engagement.</p> <p>Knowledge of experiential learning and guided reflection techniques</p>	A, I

		Experience of working locally within a large national programme.	
SKILLS & ABILITIES	<p>Strong communication skills, effective at all levels, both orally and in writing.</p> <p>Ability to use IT effectively.</p> <p>Ability to work on your own initiative to an agreed action plan.</p> <p>Ability to organise your own work routines effectively with a minimum of supervision and support.</p> <p>Ability to create and develop relationships with partner organisations, including educational establishments, youth organisations and those working with targeted groups.</p> <p>Ability to handle sensitive and confidential issues with tact and diplomacy.</p>		A, I
OTHER	<p>A high level of communication, interpersonal skills and commitment to the organisation and to their own personal and professional development</p> <p>Commitment to diversity and implementing equal opportunities and anti-discriminatory practice</p> <p>Commitment to enabling children/young people and their families to participate and achieve their full potential</p>		A, I