

Career Coach/Youth Worker Job Description and Personal Specification

Job title:	Career Coach
Place of work:	Manchester (with flexible working options)
Hours of work:	37 per week
Salary/Grade:	£25,000 - £26,500 pa (Grade D)
Reports to:	Operations Manager
Level of screening:	Application, Interview, References, 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'.

Catch22 supports people through education, employment, mental health and emotional support and social care services. We reach out to people in their communities and help them get the support they need. Last year we supported over 110,000 people across England and Wales to lead better lives.

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.

The Catch22 Employability division provides skills and employability provision on a range of programmes, both public and corporate funded. We pride ourselves on supporting the most disadvantaged in society to improve their prospects resulting in improved social mobility and sustainable positive change.

Where you fit in

You are likely to be working on a national programme to empower and support young people at risk of serious violence to be able to access employment-related opportunities and help them develop the skills they need to make a successful transition into work.

The programme seeks to achieve three key outcomes: a reduction in risk factors and increase in protective factors for serious violence; demonstrable progress in the distance travelled towards employment; and improvements in overall physical and mental well-being.

You will be an experienced Careers Coach/Youth Worker who understands and actively seeks to work with this cohort, meet young people at their point of need, and build achievable and aspirational plans with and for them. Due to the nature of this role, knowledge and experience of the issues vulnerable young people with complex needs face is essential. Career Coaches will also require a strong level of local knowledge and connection, so they have the necessary local credibility and cultural competence to hit the ground running with referral and delivery partners.

We seek a diverse workforce and therefore are open to a range of backgrounds and experience however seek an individual who is proactive, organised and resilient to deal with the varying

demands of the role.

To be considered, you must be available to start 11th October 2021.

Main Duties & Accountabilities

To deliver a range of supportive interventions to help a wide range of young people work towards sustainable employment.

To effectively engage young people and attach them to existing and new employability programmes/interventions.

To deliver high quality end to end Information, Advice and Guidance to young people on our employability programmes.

To induct, assess and 'on-board' young people.

To promote and develop the mind-set, emotional intelligence qualities, self-confidence and esteem so that the young people succeed in the world of work.

To complete goal focused action plans for all referred young people and provide support and motivation for them to implement their action plans.

To coach the young people on a 1:1 basis based on the Catch22 Apprenticeships and Employability Methodology.

To prepare CVs, cover letter and job/apprenticeship application forms with young people.

To introduce young people to a 'strengths based' recruitment approach to succeeding in job interviews.

To undertake job search with the young people using relevant web-based software and packages.

To short list, pre-select and match/submit young people to vacancies/work experience opportunities generated by Regional Coordinators.

To prepare job packs on specific vacancies/work experience opportunities for young people.

To arrange interviews for young people where appropriate.

To prepare young people to a high standard for interview with employers.

To ensure young people access additional training provided by Catch22 Employability, its partners and other providers.

To successfully place young people from a range of target groups into career focused employment or education opportunities.

To engage and maintain regular contact with young people at agreed intervals to ensure they sustain their job or apprenticeship/training.

To deliver high quality In Work Support which effectively sustains young people for a minimum of six months.

To ensure young people demonstrate and sustain progression into apprenticeships and employment or education.

To get feedback and act on regular feedback from young people and employers.

To use the relevant case management and performance management system used by Catch22 Employability including any ICT packages.

To support the delivery of any Catch22 Employability/partner Events, Job Fairs, Workshops and Seminars that get learners ready for the world of work.

To take responsibility for delivering Catch22 Employability operational targets.

To ensure case management/performance management systems are used effectively in accordance to the requirements of the delivery contracts.

To ensure that timely input and communication of key documents and information is delivered.

To ensure contractual compliance is maintained to the highest standard at all times.

To ensure Catch 22 compliance is maintained to the highest standard at all times.

Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.

Ensure the implementation of Catch22's Diversity & Equality policy statement.

Comply with Safeguarding/Prevent, Health and Safety policies and procedures.

Ensure the implementation of Catch22's policies and procedures.

Carry out other such other relevant duties, as required.

What does good look like for this role?

You will be working in a national team to ensure the project successfully engages young people with multiple and complex barriers to engagement.

To succeed in this role, you will have:

- Passion to support young people in achieving their goals and experience of successfully engaging young people with multiple and complex barriers to engagement
- Ability to develop strong relationships with referral partners, training providers and employers
- Strong interpersonal skills. Approachable, adaptable and supportive to the range of stakeholders involved in this programme.
- Ability to develop strong rapport
- Ability to positively challenge mind-sets

What you get:

We have high aspirations for all young people and we will take an approach built on care, including for our staff. You will receive an in-depth training package that includes:

- Institute of Employability Professionals Industry Induction Level 2
- Trauma Awareness Training
- Regular supervisions and support from a Welfare & Support Officer

Organisational Relationships

- Report to the Operations Manager
- Work closely with the Regional Coordinators, Compliance & Admin Officer and Welfare & Support Officer
- Collaborate with programme delivery partners and all other external stakeholders

Job Title: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Five GCSEs or equivalent at Grade C or above</p> <p>Relevant professional qualification</p>	<p>Experience of delivering services in the Employability sector</p> <p>IAG Level 3</p> <p>Member of the IEP</p> <p>ERS Level 3 Certificate or Diploma</p> <p>Coaching qualification</p>	
KNOWLEDGE	<p>Knowledge of approaches including those relating to coaching, emotional intelligence that ensure people are well prepared for the world of work.</p>	<p>Co-active coaching, NLP</p> <p>Knowledge of compliance on DWP or ESF contracts</p>	
EXPERIENCE	<p>Experience of providing high quality CV, job search, interview support to young people</p> <p>Experience of providing high quality coaching support that ensures young people access employment and apprenticeships</p> <p>Able to build a young person's self-confidence, self-esteem, motivation to help them achieve in the world of work and lasting employment/career development</p> <p>Experience of liaising with employers to arrange interviews and getting feedback on candidates.</p> <p>Identifying skills and qualities in a young person to match appropriately with vacancies</p>	<p>Experience of delivering services in the Employability sector</p> <p>IAG Level 3</p> <p>Member of the IEP</p> <p>ERS Level 3 Certificate or Diploma</p> <p>Coaching qualification</p> <p>Experience and knowledge of strength based recruitment</p>	

	<p>Progressing young people into apprenticeships and employment and sustaining them in these</p> <p>Ability to build and maintain strong working relationships with referral partners to ensure a constant flow of new referrals</p>		
SKILLS & ABILITIES	<p>Positive, enthusiastic approach to problem solving with a “can do” attitude</p> <p>Have good communication skills</p> <p>Be able to gain people's confidence and put them at ease</p> <p>Be persuasive, persistent and patient</p> <p>Be able to cope with pressure</p> <p>Be flexible and adaptable</p> <p>Have good organisational and administrative skills</p> <p>Have the ability to prioritise</p> <p>Have excellent all round ICT skills</p> <p>Be able to work to deadlines and produce reports</p> <p>Target and results driven</p>	<p>Can use performance management systems</p> <p>Can work well to KPI's and targets</p>	
OTHER	<p>Share Catch22 values</p> <p>Awareness of and commitment to Equality & Diversity</p> <p>Willing to travel and work flexibly</p>		

	<p>Desire to develop and undertake training as required</p> <p>Passionate about supporting young people into sustainable progression opportunities.</p>		
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