

# Outreach and Engagement Coordinator – Youth Promise Plus

## 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 Disability Confident Employer 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:** OEC1233

**Job Title:** Outreach and Engagement Coordinator

**Base:** Scala House, Birmingham

**Salary Range:** £20,502 - £22,253

**Starting Salary:** £20,502

**Hours:** 35 Hours per week, Full-time

**Project Funding End Date:** June 2018

**Closing date:** Midday Monday 31 July 2017

**Interviews will be on: Tuesday 8 August 2017**

This is an exciting new opportunity to join our Youth Promise team in Birmingham. Birmingham and Solihull Youth promise plus is a flagship employment pathway project funded under the European Commission ESIF programme Youth Employment Initiative (YEI) arrangements.

The project aims to support 16,610 Birmingham & Solihull young people (15-29 years) who are NEET (Not engaged in Employment, Education or Training including unemployed and economically inactive). The project will support participants, where appropriate, with pathways to sustainable employment, education and training outcomes.

The Outreach and Engagement Coordinator is responsible for utilising a diverse range of methods to engage young people, not in education training or employment, onto the Youth Promise Plus *Youth Promise Plus is a Birmingham and Solihull Employment Pathway Project supported by the European Social Fund and Young Employment Initiative*

programme. They will be responsible for motivating and engaging with hard to reach young people which are identified by the West Midlands Neighbourhood Policing Team. This role will require working with young people who may have a drug and gang affiliation.

The Outreach and Engagement Coordinator will also liaise with Sova's Youth Intervention workers and partners including the Police, Youth Offending Teams and community organisations. They will support and supervise an apprentice as well as oversee a small team of volunteers who will support them in delivery.

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: [recruitmentmidlands@sova.org.uk](mailto:recruitmentmidlands@sova.org.uk)

## Job Description

**Job Title: Outreach and Engagement Coordinator**  
**Base: Scala House**

### ORGANISATIONAL BACKGROUND

We are passionate about making a positive difference to the lives of people who have a broad range of often complex needs that prevent them from engaging fully in their communities.

We enable people to identify and build on their existing strengths and to use these to develop new skills and pursue new opportunities. Our aim is to let people who are isolated or excluded know that we understand the issues and challenges they face, and that we will support them to shape their future.

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. For information about CGL and their work, please see their website [www.cgl.org.uk](http://www.cgl.org.uk).

### CONTEXT

This is an exciting new opportunity to join our Youth Promise team in Birmingham. Birmingham and Solihull Youth Promise Plus is a flagship employment pathway project funded under the European Commission ESIF programme Youth Employment Initiative (YEI) arrangements.

The project aims to support 16,610 Birmingham & Solihull young people (15-29 years) who are NEET (Not engaged in Employment, Education or Training including unemployed and economically inactive). The project will support participants, where appropriate, with pathways to sustainable employment, education and training outcomes.

The Outreach and Engagement Coordinator is responsible for utilising a diverse range of methods to engage young people, not in education training or employment, onto the Youth Promise Plus programme. They will be responsible for motivating and engaging with hard to reach young people which are identified by the West Midlands Neighbourhood Policing Team. This role will require working with young people who may have a drug and gang affiliation.

The Outreach and Engagement Coordinator will also liaise with Sova's Youth Intervention workers and partners including the Police, Youth Offending Teams and community organisations. They will support and supervise an apprentice as well as oversee a small team of volunteers who will support them in delivery.

The post holder will require excellent communication and interpersonal skills and a proven ability to motivate people. They must be proactive and passionate about making a difference with the client group.

**Core Competencies:**

- To lead on outreach activity within the project to identify, engage and support young people at risk of offending
- Utilising a range of outreach activities such as: street work, workshops, sports arts and music interventions, door knocking and jobs fairs.
- An ability to engage with people from complex backgrounds and motivate them to make positive changes in their life
- Communicate with the Programme Manager and Senior Intervention workers to ensure that key areas are identified within Birmingham and Solihull to reach those young people who are at risk of offending
- Develop external links and partnerships
- To network and liaise with other organisations and projects to ensure no duplication of work.
- To contribute to meeting project targets and objectives
- To support and supervise the apprentice and volunteers
- To support in the recruitment, interviewing and training of volunteers, ensuring all aspects of safer recruitment are adhered to
- To manage a pool of volunteers, ensuring that they feel supported and encouraged to engage actively in their volunteering activity
- To carry out risk assessments of outreach activities
- To lead on group activities
- To take responsibility for administrative tasks, including data inputting and collation; maintaining records; gathering information, general administration and to be self-administrating.
- To process returns including monitoring returns, petty cash, sickness, expenses and other returns
- To contribute to project promotion and participate in project development and forward planning

- To ensure Health & Safety and Safeguarding policies & procedures are adhered to throughout the project activities.
- To manage service user referrals, develop service user action plans and provide advice and guidance
- To take an active part in delivering service user participation and feedback events
- To take an active part in the end of project evaluation and dissemination of the lessons learnt from the project delivery as appropriate
- To maintain productive relationships with partners including attending meetings, preparing reports etc.
- To cover any appropriate aspect of other team members roles in their absence
- To take part in regular supervision with line manager
- To participate in the general development of Sova through meetings, training and attendance of other events
- To carry out any other duties within the scope of the post

### **Attitudes and Behaviours**

All Sova 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 – Outreach and Engagement Coordinator 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
<b>Administration</b>		
Data inputting and collation, maintaining records, drafting letters, information gathering, carrying out general office duties	E	A,I
<b>Communication</b>		
High levels of communication skills to engage with people 1:1 or in group settings Preparing reports, liaising with partners and funders, relating to colleagues, volunteers and beneficiaries, demonstrating competence in Microsoft Office	E	A,I
<b>Management of time and workload</b>		
Planning work; meeting deadlines	E	A,I
<b>Support &amp; supervision</b>		
Supporting apprentice, volunteers and staff Providing supervision to volunteers and apprentice Ability to work unsupervised Ability to support service users in the community	E	A,I
<b>Liaison with partners</b>		
Communication skills, preparation of reports Building effective working relationships with partners	E	A,I
<b>Work within organisational policies</b>		
Implementing organisational policies e.g. Confidentiality, Equal Opportunities/Diversity, Health & Safety, Child protection	E	A,I
Carrying out risk assessments	D	A, I
<b>Information Technology Awareness</b>		
Microsoft Office experience, and aware and comfortable with Email, Facebook, and E-social networking	E	A,I
<b>Working with volunteers</b>		
Recruiting, interviewing, training, supervising volunteers	D	A,I
<b>Training</b>		
Training Qualification – PTTLs / equivalent or above	D	A,I
Experience of delivering group sessions	D	A,I
Experience of working with peer mentors and supporting services users to	D	A, I

*Youth Promise Plus is a Birmingham and Solihull Employment Pathway Project supported by the European Social Fund and Young Employment Initiative*

become volunteers		
<b>Monitoring processes</b>		
Understanding of the purpose of monitoring and of monitoring systems	E	A,I
<b>Safeguarding</b>		
Knowledge of current thinking and policy developments in this area	E	A
<b>Experience of working with Vulnerable Service Users</b>		
Accepting referrals, interviewing service users, preparing service user action plans, providing advice and guidance	E	A,I
Understanding of the circumstances and barriers existing for long term NEETS.	E	A,I
Experience of delivering positive interventions to vulnerable groups	E	A, I
<b>Experience of teamwork in a pressured situation</b>		
Working with others to effectively carry out all necessary duties in the timescales required.	E	I
<b>SPECIAL CONDITIONS RELATING TO THIS POST</b>		
Ability to travel as required, including where public transport is not available – Prison and Police vetting will be required for this post <b>Please indicate on application form</b>	E	A
DBS check required	E	D

## Summary of conditions

<b>JOB TITLE:</b>	Outreach and Engagement Coordinator
<b>BASE:</b>	Scala House (and travel around Birmingham)
<b>STARTING SALARY:</b>	£20,502
<b>TOP OF BAND:</b>	£22,253
<b>WORKING WEEK:</b>	Normal working hours are Monday – Friday, between 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.
<b>HOURS OF WORK:</b>	35 hours
<b>PROBATIONARY PERIOD:</b>	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 on either side.
<b>CONTRACT:</b>	This post is dependent on current funding. Whilst all efforts will be made to secure continuing funding Sova can only guarantee the post until June 2018
<b>HOLIDAY ENTITLEMENT:</b>	26 days per annum (pro-rata)
<b>LEAVE YEAR:</b>	April - March
<b>PENSION:</b>	Those meeting eligibility criteria will be auto enrolled with Standard Life
<b>TRAVEL AND SUBSISTENCE:</b>	All costs other than home to office are reimbursed according to regulations and within budget
<b>CRIMINAL RECORD CHECK:</b>	An enhanced DBS check is required for this post
<b>ACCESS:</b>	Sova's policy is to facilitate access for people with disabilities
<b>SMOKING:</b>	Smoking is not permitted in Sova buildings
<b>ANY OTHER INFORMATION:</b>	Parking facilities vary according to location