

**JOB DESCRIPTION: YOUTH MENTOR, CHANCES**

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|  | **Post:** | **Youth Mentor – Chances** |
|  | **Hours:** | Full time. 37 hours per week |
|  | **Salary:** | Starting at **£24,251.21:** this includes £1,152 per annum essential car user allowance (annual increments subject to successful appraisals) |
|  | **Place of Work:** | Bolton, Greater Manchester |
|  | **Reports to:** | Project Manager, Chances |

**Our Vision:**

Backup North West believe no young person should experience homelessness. For the young people that do, BACKUP aims to be an outstanding provider of high quality, holistic housing and support services.

**Purpose:**

To provide an assertive outreach service to young people who may fall into one or more of the following areas:

* are not engaging with services (BACKUP’s own, or others);
* are at risk of homelessness;
* are not in employment, education or training;
* have unsustainable or unmanageable debt;
* gamble to excess;
* have experienced local authority care, or been looked after by the local authority (LAC);
* are at risk of actual or further sexual exploitation (including survival sex);
* have or are experiencing domestic abuse (including trafficking, honour-based violence, forced marriage)
* have or are experiencing mental ill-health;
* have learning disabilities;
* are misusing alcohol and/or other substances;
* have a history of (or at risk of engaging in) offending behaviour;
* have a history of self-harm;

to help them access services and engage with any activity that increases the potential for them to retain their accommodation, enter education or gain employment.

**Works with:**

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| *Externally:* | Local Authorities, Landlords / property owners, Benefits Agency, Housing Benefit, Maintenance Departments, Police, partner and potential partner voluntary agencies offering complimentary services, young people aged 16-25 years.  |
| *Internally:* | Project Manager, Senior Managers, Business Support Team, other BACKUP schemes and teams and colleagues. |

**The Chances Team**

BACKUP provides a variety of supported housing and emergency accommodation to young people, a large number of whom are disadvantaged through being homeless, are looked after children and have a range of other complex and inter related issues to manage.

Despite the charity’s best efforts, some young people need more than we can currently provide through our accommodation based services, and this is where the Chances Team steps in to help and support the other work of BACKUP and external agencies.

**Our Values: Cheerrs !**

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| * *Commitment*
 | * *Honesty*
 | * *Empathy*
 | * *Empowerment*
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| * *Respect*
 | * *Resilience*
 | * *Support*
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**Key Responsibilities**

**Building resilience within young people**

* Building their confidence and self-esteem.
* Developing their social and communication skills.
* Improving their motivation.
* Helping them to set goals and plan for their future.
* Support them to improve their future employability - CV writing and interview skills; re-entering education and seeking, securing and maintaining employment.
* Helping them to access positive, low cost activities and make meaningful use of their time.
* Engaging with young people in order to sustain their supported accommodation.
* Engaging with other specialist services.

**Provide a comprehensive support and service that meets the highly quality standards set by BACKUP.**

* Agree a practical support plan appropriate to each young person that will enable them to develop the skills necessary for independent living and maintaining their tenancy.
* Provide support to young people.
* Conduct ongoing support sessions with each young person to help them to achieve the targets in their support plan.
* Liaise with other agencies to improve the service that BACKUP can offer to young people.
* Support young people to responsibly manage their finances including budgeting and debt management.
* Electronically record information promptly and accurately.
* Ensure the quality of service to young people is not compromised and standards are of the highest level at all times.
* Where necessary, in-line with relevant policy and procedure, utilise the Support intervention & exclusions policy.
* Work flexibly to offer support to young people at evenings and/or weekend visits as required.

**Support Work**

* Ensure support service is client focussed and complies with BACKUP policies and practices, statutory & regulatory requirements & all funding contracts
* Ensure service meets the standards required under management agreements
* Ensure BACKUP complaints process is used to inform service standards
* Produce and Review case notes, young person’s files, service risk alerts/assessments
* Produce correspondence, reports & minutes
* Effective management of emergencies
* Oversee support plans that address all pathways of support required including health and wellbeing of young people (and babies if required).

**Participate in promotional activities, fundraising and other outings and activities with young people**

* Occasional working outside normal hours, and outside Bolton boundaries (where required)
* Attending appointments, events, promotions for BACKUP
* Promote where possible BACKUP values and demonstrate agreed behaviours.

**Assess the support needs of all referrals to the Chances Team.**

* Conduct in-depth interviews of young people who have been referred to the team by BACKUP colleagues and / or external agencies, involving any relevant support workers.
* Identify any risk and complete a risk assessment.
* Assist the young person to understand their obligations in working with the Chances Team.

**Provide Financial Support**

* Manage petty cash and submit expenditure returns
* To keep accurate records, and adhere to all financial procedures.

**Maintain Information systems**

* Update SASSHA system daily, alerting housing benefit of any changes.
* Maintain accurate including making up-to-date housing benefit applications to ensure prompt information flow with the BACKUP office.
* Ensure office filing is maintained.
* Maintain accurate client and property records.
* Create new and archive old files as required.
* Accurate reporting of statistics on use of service as required.

**Flexibility**

* Provide training, assistance and adequate cover for colleagues as necessary
* Other duties broadly consistent with the job description and level of the post as requested by management.
* Be flexible in approach to work in order to meet the needs of users

**Policies & Legislation**

* Adhere to all BACKUP systems, policies and procedures
* Take personal responsibility for the Health, Safety & Welfare of the working environment, escalating issues to responsible person were necessary
* Actively follow Health & safety Policy, procedures and safe systems of work
* Comply with Equality, Inclusion and Diversity policies and regulation.
* Reporting any issues linked to safeguarding vulnerable adults and/or children.
* Upholding safe and efficient working policies and practices, undertake supervision and training.

**Person Specification**

**The following requirements will be assessed by what has been written on the Application Form (only those meeting all of the Essential Requirements will be invited to interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Education / Qualifications** | **Essential ?** | **Desirable ?** |
| Degree or equivalent relevant qualification | A |  | √ |
| Minimum 2 GCSE (or equivalent) qualifications graded C or above, in English and Maths | A | √ |  |
| Professional related qualification NVQ3 | A |  | √ |
| Safe Manual Handling certificate | A |  | √ |
| Food Hygiene Qualification | A |  | √ |
| Appointed first aid certificate or equivalent | A |  | √ |
| Enhanced DBS check | An Enhanced DBS Check is needed for this role - this will be carried out by BACKUP before appointment. |
| **Knowledge / Work Experience / Skills** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Minimum of 1 years’ experience of working within a similar setting, or role with vulnerable young people (full-time equivalent) – ***please refer to the groups listed within our Purpose***. | A | √ |  |
| Experience of enabling change and managing positive outcomes for young people | A | √ |  |
| Knowledge of equal opportunities and anti-discriminatory practice | A | √ |  |
| Experience working directly with young, disadvantaged or vulnerable young people | A | √ |  |
| **Knowledge / Work Experience / Skills contd.,**  | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Experience of mentoring | A | √ |  |
| Knowledge of the causes and effects of homelessness | A | √ |  |
| Excellent written and verbal communication skills | A | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to work under pressure and to tight deadlines | A | √ |  |
| Reacts to changes well, inclined to respond quickly and resourcefully | A | √ |  |
| Willing to participate in in-service training and attend meetings outside normal working hours | A | √ |  |
| Full clean driving licence and use of car is desirable. Candidates need to be aware of the expectations of the role and be able to meet the job requirements if they do not have access to a vehicle as this job role involves regular travel across Bolton to support clients and stock flats and this can often be at short notice.  | A |  | √ |
| Ability to mediate and diffuse challenging situations | A | √ |  |
| Commitment to the charity ethos and its values. This includes being willing to promote the charitable activities (fundraising and promotional opportunities.)  | A | √ |  |

**Person Specification**

**The following requirements will be assessed at interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Knowledge of health & safety issues at work | I | √ |  |
| Knowledge & awareness of safeguarding  | I | √ |  |
| Ability to work in own initiative | I | √ |  |
| Effective Team player | I | √ |  |
| Knowledge of cash handling, financial recording, budgeting | I | √ |  |
| Ability to undertake cleaning and domestic duties | I | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Active commitment to helping young people (age 16-25 years) | I | √ |  |
| Demonstrate high levels of integrity, can do attitude & practical approach | I | √ |  |
| Excellent interpersonal skills, in particular ability to develop relationship of trust with young people  | I | √ |  |
| Ability to encourage and develop participation by young people | I | √ |  |
| Enthusiastic, caring & non- judgemental approach | I | √ |  |
| Effective time management  | I | √ |  |

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| **Personal Skills / Attributes contd.,** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Ability to communicate at all levels and gain rapport with others quickly and easily | I | √ |  |
| A calm, professional and methodical approach in crisis situations | I | √ |  |
| Able to make decisions | I & T | √ |  |
| Able to adapt to a fast paced, changing environment, demonstrating an adaptable and flexible approach to circumstances | I | √ |  |
| Willing to work occasional weekends, evening and public holidays as necessary | I | √ |  |

**Person Specification**

**The following requirements will be assessed by practical tests on the day of the interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Is this:** |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Excellent IT Skills incl. Outlook, Word, PowerPoint, Excel & Access & Use of SASSHA rent, referral, young person’s and property database | T | √ |  |
| Numeracy skills | T | √ |  |
| Strong organisational and planning skills, able to prioritise | T | √ |  |
| **Personal Skills / Attributes** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to make decisions | I & T | √ |  |

Review

The details contained in this Job Description reflect the content of the job at the time it was prepared. However, it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Trustee Board will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.