

Hertfordshire County Council Job Outline



JOB TITLE: Herts Youth Futures Specialist Mentor
GRADE: H6
REPORTS TO: YC Hertfordshire LDD Team Manager
TEAM: Services for Young People, YC Hertfordshire LDD Team
DEPARTMENT: Children's Services

Purpose of the Job

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.

Main Areas of Responsibility

- 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.

Additional Information

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status

may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

The Building Better Opportunity project is lead and coordinated by Hertfordshire County Council (HCC). HCC is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all managers, staff and partners. HCC's equality policy 'Putting People First' is available on Hertfordshire.gov.uk.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Person Specification

Experience:

- Experience of working with challenging and vulnerable young people
- Good understanding of the barriers to employment faced by young people
- Experience in recording information on data information systems and analysing and interpreting data.
- Experience of partnership work and liaising with a wide range of agencies including statutory, private and voluntary sectors.

Skills and Abilities

- 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.

Additionally, Specialist Youth Futures Mentors will require:

- Ability to adapt communication and support to the needs of young people with learning difficulties and disabilities (LDD), including moderate learning disabilities, emotional, behavioural and mental health issues and autistic spectrum conditions.
- Knowledge of LDD support techniques for the workplace.
- Ability to advise employers on reasonable adaptations to make work accessible.