



Youth First
Job Description
Jumpstart to Success
Mentoring and Employment Support Officer

1. **Working Hours:** 36 hours a week
2. **Salary:** £34,910 P/A
3. **Reports to:** Business and Resources Manager (L.B. Lewisham)
4. **Location:** Bellingham and travel across the borough
5. **Terms of appointment:** Temporary post to March 2025 with a potential extension to September 2025

Main Purpose of the Job:

Providing mentoring and employment support for NEET young people aged 16-24 across the borough, focusing on individually tailored support, building confidence, motivation, and personal development, helping young residents into employment, education, or training. The purpose of this role is to provide:

1. A comprehensive, effective, integrated, systemically informed mentoring and employability service to support young people resident in Lewisham aged 16 to 24 who are not in education, employment, or training (NEET), ensuring that the highest possible standards of advice and guidance are rigorously maintained.
2. To seek out and work with young residents who are furthest from the labour market and experiencing multiple forms of disadvantage and/or have significant additional support needs. Going to where young people are, to engage those who need support most.
3. To adopt an empathetic and caring approach to help the young people develop their confidence and skills, ensuring each young person is consulted and empowered as the co-designer of their support plan.
4. To work closely with local youth and community organisations and the Lewisham Economy, Jobs and Partnership Division to ensure that targets are achieved.
5. Provide a written monthly performance update and forecast of activity and outcomes for the upcoming month within 4 working days of the end of the calendar month.

Summary of Responsibilities and Personal Duties:

Mentoring and Employment Support

1. Use of innovative, safe, popular, fun and outcome focused activities that appeal to local young people and support their achievement of outcomes, including virtual delivery where that is beneficial.
2. Building trust, rapport and honest relationships with young people, to help young people consider their options and become positive and motivated about their future.
3. Providing participants with expert mentoring support to enhance employability skills and ensure outstanding and sustainable outcomes in relation to further education, employment and skills.

4. Independently managing a caseload of NEETs, ensuring a consistent and quality regular mentoring service to all, creating bespoke career pathway plans and supporting the young person towards their agreed outcomes.
5. Creating connections and working closely in collaboration with a range of partners including youth and community organisations, education and training providers and others to generate effective networks and joined-up approaches to promote essential life skills.
6. To be responsible for ensuring that quality assurance procedures are in place and implemented across the project, working with other staff to maintain the standards and meet the stated outcomes.
7. To be responsible for tracking client outcomes and planning for progression and further development.
8. To complete individual action plans with all clients. To undertake personal caseload for client, contact offering specialist mentoring and career guidance sessions.
9. Undertake outreach work, work purposefully with other services and networks related to young people, visiting youth and community groups to talk about the opportunities provided by the project when required. Ensure that all those contributing to the provision of advice and guidance work together as a team in meeting the needs of individual clients.
10. To undertake 1:1 mentoring and coaching sessions, helping clients to create CVs and utilising the internet to develop job search skills. This includes all individuals seeking to enter employment and/or learning to achieve their goals either one to one and or in small groups. To create individual SMART (Specific, Measurable, Achievable, Relevant, and Timebound) actions plans with clear goals.
11. Regularly liaise with colleagues to ensure priorities are identified and acted upon in line with project guidelines and contractual requirements.
12. To work with service managers to develop quality assurance systems.
13. To be responsible for the achievement of objectives, data / statistics and targets and providing progress reports.
14. To take personal responsibility for ensuring monthly targets are met.
15. To develop and maintain partnerships within the local community to ensure that learning, work and life opportunities for all client groups are maximised.

Administrative Processes

1. To ensure that appropriate process and controls are maintained relating to the NEET Mentoring and Employability Project. To participate in driving forward continued improvements to the delivery of the project together with the LBL Business and Resources Manager and Business and Operations Manager.
2. To work with the LBL Business and Resources Manager and Business and Operations Manager to ensure all relevant data is accurately collected in accordance with the reporting requirements of the project and the Council.

Equality, Diversity and Inclusion

1. To promote by consistent example, both internally and externally, the philosophy, values and behaviours outlined in both Youth First's and LBL's vision, mission and values statement. To carry out the duties of the post with due regard to the both organisations Equal Opportunities Policies and Core Values.
2. To work withing Safeguarding and Prevent policies and procedures
3. To commit to the safeguarding and promotion of the welfare of children, young people and vulnerable adults. To commit to the services' prevent strategy and processes to ensure the safety and welfare of all learners and staff

General

1. To undertake appropriate, continuing professional development. To attend relevant or internal meetings as required. To ensure that all activities undertaken are in line with ALL's commitment to safeguard and promote the welfare of the organisation's learners and vulnerable adults.
2. To attend regular supervisions with line manager and with Youth First
3. To participate in carrying out the Council's environmental policy within the day-to-day activities of the post. To ensure Health and Safety policies, practices and legislation are complied with and that safe working practices are always adopted. Other duties commensurate with the post.
4. Undertake other responsibilities commensurate with post and responsibilities.



PERSON SPECIFICATION

JOB TITLE: Mentoring and Employment Support Officer Jumpstart to Success

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Requirement	Essential	Desirable
Ability to exercise initiative, accountability and act autonomously to meet the outcomes of the project	x	
Experience of planning and delivering play and/or youth activities which demonstrate positive impact on young people	x	
Experience of providing IAG services and/or mentoring young people	x	
Strong understanding of the importance of safeguarding in service provision	x	
Ability to communicate with others across a wide age and ability range, and from diverse backgrounds	x	
Strong relationship building skills with the ability to connect with people, influence and build relationships	x	
Ability to use ICT for all areas of work	x	
Evidence of having strong attention to detail skills	x	
Understanding and awareness of confidentiality and GDPR	x	
Commitment to continuous personal development and the development of colleagues	x	
A commitment to Equal Opportunities Legislation and Youth First's policies	x	
Must be able to work flexible hours fitting to the needs of the service. This includes occasional evening and weekend working.	x	
Completion and approval of enhanced DBS check	x	
Be available for immediate start	x	
Level 3 Mentorship and/or IAG qualification		X

Youth First is committed to promoting equality, diversity, and inclusion in our workplace. We welcome applicants from diverse backgrounds and encourage candidates of different ethnicities, socio-economic backgrounds, races, genders, ages, disabilities, sexual orientations, and faiths (or none) to apply for this role, provided they meet the criteria set out for the position.

This position requires an enhanced DBS check and will require you to undertake Safeguarding training within 3 months of appointment and refresher training thereafter