

One
Organisation

One Team

Changing
Lives

CXK
inspiring people to thrive

Engagement & Support Worker

Salary: £23,225 - £28,319 pro rata (depending on experience)

Contract: Permanent, Full or Part-Time

Location: Community-based in East and Central Kent

Reports to: Team Leader (Youth Programmes)

Job Purpose:

- To identify, design and deliver engaging sessions, including accredited / non-accredited support programmes for unemployed young people and adults, promoting work readiness and a range of life skills.
- To deliver 121 and group support creatively and effectively in a range of community settings with disengaged young people and adults, supporting them to be ready to move into, and sustain employment, education, training, traineeships, or an apprenticeship.
- To liaise with a wide range of employers, training providers and stakeholders to ensure beneficiaries are offered work placements and other engagement opportunities.
- This role will provide bespoke and tailored mentoring to our beneficiaries and will facilitate referrals to CXK projects, undertake assessments of need and skills, review progress and undertake ongoing tracking and support.

Main duties and responsibilities:

- Deliver appropriate information, advice, and guidance, and mentoring to unemployed young people and adults that enables development of their personal, social and employability skills.
- Deliver mentoring and training sessions, including unaccredited / accredited learning and workshops that can be offered in a blended way using face to face as well as online content.
- To work creatively and in a person-centred way, in a group or 121 setting.
- Identify the additional support needs of young people and adults and work with appropriate providers to ensure this is available to them.
- Support work placements and other community opportunities and be confident working in detached and outreach settings.
- Advocate for young people and adults, working confidentiality to support them and their families to address barriers to progression.

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- Maintain a high awareness of safeguarding and safe working practice and be able to assess for risk.
- Setting SMART action / learning plans with beneficiaries, reviewing progress, and undertaking tracking and ongoing support as needed.
- Ensure all relevant paperwork and records are completed to deadlines and in-line with the requirements of the contract being worked on, this will be both paper based and through a CRM system.
- Work with employers, colleges, training providers and a range of stakeholders to build links and create opportunities for people to gain experience in employment, education, and training.
- Actively recruit people onto CXK provision, maintaining positive links with referral organisations and other agencies that offer work and support.
- Support people into a positive destination (employment, education, training, traineeships, or apprenticeships) and provide mentoring to support application, interview and the sustainment of this outcome.
- Be responsible for designing and reviewing a range of resources and interventions to support work readiness and development of life skills.
- To work closely with all departments in CXK, in particular the National Careers Service to ensure beneficiaries get access to the services they need.
- Be responsible for the health, safety, and welfare of the people we work with during all aspects of the programme, encouraging safe working practices and raising people's awareness of risk.
- Take an active role in relation to own Personal and Continuous Professional Development including attending regular, line manager reviews, appraisal and planning own training and development needs through the use of the CPD file and process.
- Ensure that all policies and procedures that relate to employment and health and safety are read and understood. Policies may be revised for time to time, so it is your duty to ensure you regularly review policies and procedures.
- Undertake any other reasonable duties that may be required from time to time. The duties may be changed and/or varied to meet changing circumstances at the discretion of Management

All appointees will be subject to an enhanced DBS Check.

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Person Specification

	Essential	Desirable
Qualifications and Training		
Relevant qualifications (to a minimum of Level 3) in training, youth and/or community, IAG, youth work, assessing or equivalent experience.		X
Education to at least A level standard (or equivalent)		X
Maths and English GCSE grade C/4 or above (or equivalent)	X	
First Aid qualification		X
Mental Health First Aid		X
A commitment to undertake all necessary training for the role	X	
Knowledge and Experience		
Proven track record of successfully working towards targets and KPIs.		X
Experience of successfully planning, delivering, and evaluating provision for people or adults.		X
Experience of engaging with employers and other stakeholders to ensure people have access to progression opportunities		X
Experience of successfully working with people from a diverse range of backgrounds and needs.	X	
Some knowledge of local agencies and support organisations that could support CXK services	X	

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An understanding of the factors that affect young people and adults lives and experience of supporting them to overcome barriers.	X	
Proven experience in carrying out administrative duties and meeting deadlines.	X	
Experience and knowledge of accredited and non-accredited training provision, and the delivery of this training.		X
Knowledge of the Ofsted Common Assessment Framework and FE Professional Standards.		X
Personal Skills and Attributes		
High level of organisational skills, efficient and results orientated with good time management.	X	
Ability to work constructively as part of a team and independently. Creative and driven. Can display innovation.	X	
Ability to build effective and professional working relationships with young people OR adults. Confident and passionate about inspiring people.	X	
Ability to build effective and professional relationships with partner agencies and organisations. Transparent and personable.	X	
Ability to effectively reflect on and evaluate performance in light of feedback. Resilient with a proactive positive outlook.	X	
Trustworthy and honest. Can be relied upon to support others and work with integrity to support the wider team's success.	X	
Excellent oral and written communication skills.	X	
Effectively able to use of IT to include Word, Excel, PowerPoint, Outlook, internet and social networking sites.	X	

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Flexible and adaptable. We require staff to work flexibly and travel across Kent is expected.	X	
Other		
Ability to work evenings and weekends as needed	X	
Full, clean driving licence and use of a vehicle	X	
No criminal convictions that would affect the ability to work with children, young people or vulnerable adults. Successful applicants will be subject to an enhanced DBS check.	X	

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