

One
Organisation

One Team

Changing
Lives

CXK
inspiring people to thrive

Engagement and Support Worker

Salary: £24,386 - £29,732 (pro rata), depending on skills and experience

Contract: Permanent, Full or Part-Time

Location: Covering Kent locations (Swale, Medway, Gravesham & Maidstone)

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 promote and offer work placements and other engagement opportunities to beneficiaries.
- 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, 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.
- 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, making referrals as necessary.
- Maintain a high awareness of safeguarding and safe working practice and be able to assess for risk.

Passion, innovation and integrity are at the heart of our culture.

cxk.org

One
Organisation

One Team

Changing
Lives

CXK
inspiring people to thrive

- Set 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.
- Actively recruit people onto CXK provision, maintaining positive links with referral organisations and other agencies that offer work and support including colleges, employers, and schools.
- 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.
- 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.

Passion, innovation and integrity are at the heart of our
culture.

cxk.org

One
Organisation

One Team

Changing
Lives

CXK
inspiring people to thrive

Person Specification

	Essential	Desirable
Qualifications and Training		
Maths and English GCSE grade C or above (or equivalent)	X	
A commitment to undertake all necessary training for the role	X	
Mental health First Aid trained		X
First Aider trained		X
Relevant qualifications (to a minimum of Level 3) in training, youth and/or community, IAG, youth work, assessing or equivalent experience.		X
Knowledge and Experience		
Experience of Microsoft products and ability to use them effectively, including Outlook, Excel, Word, PowerPoint & TEAMS	X	
Experience of successfully planning, delivering, and evaluating programmes / provision for young people or adults.	X	
Experience of engaging with employers and other stakeholders to ensure beneficiaries have access to progression opportunities		X
Proven track record of successfully working towards targets and KPIs.		X
Experience of delivering programmes with embedded numeracy / literacy	X	
Experience of successfully working with individuals from a diverse range of backgrounds and needs.	X	
Experience and knowledge of accredited and non-accredited training provision, and the delivery of this training.		X

Passion, innovation and integrity are at the heart of our culture.

cxk.org

One
Organisation

One Team

Changing
Lives

CXK
inspiring people to thrive

Some knowledge of local agencies and support organisations that could support CXK services	X	
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	
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 relationships with partner agencies and organisations. Transparent and personable. Confident and passionate about inspiring people.	X	
Trustworthy and honest . Can be relied upon to work with integrity to support the wider team's success.	X	
Excellent oral and written communication skills	X	
Ability to effectively evaluate own performance in light of feedback	X	
Flexible and adaptable	X	
Other		
Full driving licence and use of a vehicle	X	

Passion, innovation and integrity are at the heart of our culture.

cxk.org

One
Organisation

One Team

Changing
Lives

CXK
inspiring people to thrive

No criminal convictions that would affect the ability to work with children and young people. Appointment subject to an enhanced DBS check.	X	
Ability to work occasional evenings / weekends if required	X	

Passion, innovation and integrity are at the heart of our culture.

cxk.org