

## JOB DESCRIPTION

<b>ROLE TITLE:</b>	Steps2Work Wellbeing Co-Ordinator
<b>LOCATION:</b>	Reigate and Banstead and surrounding areas, with some home working
<b>HOURS:</b>	1 x 21hours post With some flexibility/twilight work and evening training. Must include a Wednesday
<b>INTERVIEW DATE:</b>	Wednesday 2 <sup>nd</sup> July

---

**Surrey Care Trust** is a local charity that helps people to improve their skills for life, work and learning through counselling, education, mentoring and volunteering. Our programmes support disadvantaged families in improving their chances in life. Through our programmes we are enabling people throughout Surrey to overcome the disadvantage of low skills, poor educational achievement, limited opportunities and tough financial circumstances.

We offer a broad range of programmes - support for families and their children at our **Stanwell Family Centre**; offering vulnerable and challenging young people an alternative approach to education at our **STEPS** learning centre; a free and independent youth **counselling** service for young people aged 16 – 25; **mentoring** young people and adults to help them gain confidence and make positive changes; improving mental health and wellbeing through our nurture through nature programme at **Gateway** and **Outside and Active**; working to bring the community together and taken action on local issues with our **Stanwell Local Conversation** project; supporting 18-24's into employment through **Steps2Work** in Woking; and creating a different environment for people to learn new skills and give something back to society on our **Swingbridge Community Boats**.

Surrey Care Trust has been appointed by Surrey County Council to deliver our project 'Steps2Work Wellbeing'. We will offer mental health support based in 3 key areas: Stanwell (Spelthorne), Woking and Reigate & Banstead (also reaching clients from Epsom & Ewell, Mole Valley & Tandridge) through our mentoring programme.

We aim to reach people of all ages whose employment situation has been impacted by their mental health, or whose mental health is worsened by unemployment. Primarily working with people aged 17+.

### Our Vision

HR1.ISO.21/22 V4

Surrey to be a place where vulnerable and excluded families are given the opportunity, skills and support to achieve their potential and make a positive contribution.

### **Our Mission**

To tackle disadvantage, social exclusion and hardship in local communities. To reach out to families to equip them with the skills to improve their economic situation, to reduce social isolation and break the cycle of disadvantage.

### **Overall purpose of the role**

Our project 'Steps2Work Wellbeing' will sustainably improve the mental health of the unemployed, combining 1:1 support from trained staff with long-term volunteer mentoring & nature-therapy: a holistic combination that significantly improves existing fragmented support.

Working to support the Steps2Work Well-being Assistant Co-ordinators and Assistant Managers as part of a friendly and supportive team to manage referrals, recruit, train and support a bank of volunteer mentors who will be matched with people within a specific Hub area; and to directly support clients. Working collaboratively with all team members and external agencies you will work to build relationships with referring partners, local employers to achieve objectives and meet contract targets.

You will improve the well-being and employment/volunteering opportunities for clients who are referred to the Hubs by understanding their individual needs and aspirations, facilitating group work in our Nature through Nurture programmes, agreeing goals and targets towards reaching them and working alongside them to support them in gaining the necessary confidence and skills. Signposting them to relevant organisations and monitoring progress. Through this exciting role, you will have the opportunity to work with a broad range of individuals, volunteers, and external agencies to make a real difference to peoples' lives.

### **Duties and Responsibilities:**

- Manage a caseload of participants requiring additional support to improve their well-being, education, or employment/volunteering.
- Assess clients' existing situation, aspirations and strengths/weaknesses and help establish realistic goals and action for them to work on, providing encouragement and guidance as needed.
- Provide consistency and continuity of service for people attending the Hub.
- Support group work around personal development and confidence for a small number of clients to be delivered at one of our Nature through Nurture Programmes (e.g. allotments) alongside your team.
- Recruit, train, support and manage volunteer mentors from a range of backgrounds.
- Match volunteer mentors with clients
- Attend, train and support volunteer mentors and mentoring meetings/ training as required

- Respond to safeguarding concerns, reporting to Designated Safeguarding Lead and liaising with mentors accordingly.
- Complete, and report on participant files/data/outcomes and liaise with the Steps2Work Wellbeing Administrator/Co-ordinator to ensure all data and recording systems are retained in an appropriate format
- Help with collecting case studies and reporting on successes to share with the funder, SCT and Board.
- Explore employment and volunteering opportunities that may be suitable for clients; linking in and building relationships with potential placement providers and actively seek referrals as necessary.
- Carrying out initial assessments, ID and employment check status
- Any other duties commensurate with the role

**Please note you will be required to undertake DBS clearance for this role**

### Person Specification

ESSENTIAL	DESIRABLE
<b>Education, Training and Work Qualifications</b>	
A Level standard or equivalent	National recognised relevant qualification e.g. youth work, teaching, counselling or psychology
	Information, Advice and Guidance qualification
<b>Relevant Experience</b>	
Some experience of working with people who face barriers and challenges around employment/well-being	Experience of working with unemployed adults with proven results/outcomes
Experience of working in an organisational or administrative capacity	Experience of working in a charity, with volunteers or within education
Good standard of computer literacy including Microsoft Office at intermediate level	Strong excel skills
Demonstrable creative problem-solving skills and a positive approach to challenging and overcoming any limiting beliefs held by participants.	
<b>Knowledge</b>	
Safeguarding awareness and training	An understanding of the Safeguarding and the levels of need
	Some experience of working with professionals supporting young people and responding to safeguarding issues.
<b>Skills and Expertise</b>	
An ability to empathise with and motivate others, with a passion for people to thrive	

An ability to network and build business relationships	
Excellent planning, administrative and organisational skills	
Demonstrate a high level of professionalism and initiative when making decisions	
Excellent verbal and written communication, interpersonal & listening skills and able to relate confidently to both adults and young people	Experience of delivering presentations or training to groups with confidence.
Flexible in approach, using initiative, prioritise own workload without day-to-day supervision and work remotely	
An ability to empathise with and motivate others, with a passion for people to thrive	
Demonstrable creative problem-solving skills and a positive approach to challenging and overcoming any limiting beliefs held by participants.	
Car driver with full licence, and flexibility to drive across the borough/county when required	

**This role will be remote working, along with travel to areas of the Hubs in **Reigate** with some travel to meet individuals nearer their home where appropriate.**

**A DBS check will be required for this role.**

**For an initial discussion about this role please contact:**

**Cathy Leamon, East Mentoring Manager 07730 570305 [cathy.leamon@surreycaretrust.org.uk](mailto:cathy.leamon@surreycaretrust.org.uk)**