

JOB DESCRIPTION

ROLE TITLE:	Steps2Work Employment Co-ordinator		
REPORTING TO:	Assistant Programme Manager		
LOCATION:	Woking – Office based (currently in Moorcroft Centre)		
HOURS:	21 hours per week (Mondays, Wednesdays and Thursdays 9.30-5pm) Fixed term until 31 st March 2027 in the first instance.		
SALARY:	£14.37 per hour	DIRECT REPORTS:	0
CLOSING DATE:	23/9/26	INTERVIEW DATE proposed:	28/9/26

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 **Spelthorne Family Centres**; offering vulnerable and challenging young people an alternative approach to education at our **STEPS** learning centre; **mentoring** young people and adults to help them gain confidence and make positive changes; improving mental health and wellbeing through **Steps2Work Wellbeing** and 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 Community Group** 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 Woking Borough Council to provide an employment hub for young people aged 18 – 24yrs (and those young people leaving care). We will be working with the DWP, and other partners to agree service users' strengths, discuss their aspirations, look at any barriers and challenges they may have and develop a plan with them to move them into employment, further learning or opportunities to increase their skills and experience. The Project is now in Year 5 of this funding and we are currently seeking further funding for Year 6 of this programme.

We are the local charity working with volunteers, to make Surrey a place where vulnerable people have the opportunities, skills and support they need to achieve their potential.

Our Mission

We are breaking the Cycle of Disadvantage in Surrey by equipping vulnerable people with the skills and confidence they need to change their lives, and their futures.

Overall purpose of the role

In this role you will co-ordinate, assist and motivate young people to overcome barriers and challenges to employment and/or education and support them into sustainable employment or training opportunities.

You will improve the employability of young people who are referred to the Woking Youth Hub by understanding their individual needs and aspirations, agree goals toward reaching them and working alongside them to support them in gaining the necessary confidence and skills. Signposting them to relevant organisations, monitoring progress and working alongside the team and volunteer mentors to provide a holistic approach to achieving short- and long-term employment and education opportunities.

Duties and Responsibilities:

- Manage a caseload of participants requiring additional support to improve their employment, well-being or education.
- Assess clients' existing situation, aspirations and strengths/weaknesses and help establish realistic goals and action for them to work on, providing encouragement, advice and guidance as needed to help them secure employment.
- Provide consistency and continuity of service for people attending the Hub.
- Maintain awareness of education and employment opportunities available within the Woking area, highlighting these to participants as appropriate.
- 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 Woking Youth Hub Team 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 opportunities that may be suitable for clients; linking in and building relationships with potential placement providers and liaising with the DWP Work Coaches
- 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
Education, Training and Work Qualifications	
A Level standard or equivalent	National recognised relevant qualification e.g. youth work, teaching, counselling or psychology
	Information, Advice and Guidance qualification
Relevant Experience	
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 with unemployed people	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.	
Knowledge	
Safeguarding awareness and training, and a recognition of the importance of safeguarding	An understanding of the Safeguarding and the levels of need
	Some experience of working with professionals supporting young people and responding to safeguarding issues.
Skills and Expertise	
An ability to empathise with and motivate others, with a passion for people to thrive, whilst recognising professional boundaries	
An ability to network and build business relationships	
A proven ability to work independently and manage your workload, calendar and appointments whilst ensuring deadlines are met	
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 based at our Woking Youth Hub and with some travel to meet individuals nearer their home where appropriate. There is a chance that this venue may change in time and may require some flexibility to support young people in Woking.

A DBS check will be required for this role.

For an initial discussion about this role please contact:

Charlie Fowler, Steps2Work Assistant Manager 07395 790020 Charlene.fowler@surreycaretrust.org.uk

Closing date for applications is 23/9/26