



POSITIVE STEPS

SUPPORT | CHALLENGE | CHANGE

ROLE PROFILE: Apprentice Mentor CGSS

Service: Young People's Services - CGSS

Pay Level: National Apprentice Rates

Reporting to: Operational Manager - CGSS

DBS: Enhanced

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 200 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We value each employee's unique strengths and believe our success relies on more than just job roles. We have a great benefits' package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

ROLE REQUIREMENTS

YOU HAVE:

Assessed at application only

- NVQ 2 or 5 GCSE's at 4 and above
- Experience of using information technology for a range of different purposes
- Have access to a car for work purposes and will be able to travel across several areas of Greater Manchester to support young people and visit employers

Assessed at application and interview

- Commitment to working in a customer facing role, or volunteering experience working with children, young people or vulnerable groups
- An awareness of the challenges that young people face trying to access education, training and employment
- An interest in the labour market and employability
- Commitment to working with a range of different agencies, education and opportunity providers and employers
- An commitment to health and safety in relation to young people and work-related learning opportunities and a willingness to develop your health and safety knowledge

YOUR STRENGTHS ARE:

Assessed at application only

- You are committed to learning and want to improve
- You are flexible in your approach to work and will go the extra mile to make a difference

Assessed at application and interview

- You are a good communicator and work well with colleagues
- You can relate to young people and can support them to fulfil their potential
- You can work with young people, organising time effectively to make sure needs are met
- You can engage with young people in groups and one to one
- You work well as part of a team and alongside other colleagues across an organisation
- You can work to meet targets and get support when needed
- You are knowledgeable about safeguarding issues and the boundaries of professional relationships
- Passionate about helping young people

Assessed at interview only

- You can engage complex individuals using innovative approaches
- You can manage conflicting priorities and your own time

MAIN PRIORITIES

The focus of this post is to provide support for young people whom we work with in our Career Guidance and Support Directorate. This could include:

- Young people who need support to sustain EET (Education, Employment and Training) pre and post 16, whom are Not in Education, Employment or Training (NEET), or at risk of NEET, to enable them to develop an individual progression plan and subsequently access provision leading to a positive destination.
- To support engagement in work related learning opportunities (including work experience for young- people).
- The post may involve work across Greater Manchester and frequent travel will be required.

KEY DUTIES

- To develop innovative methods to engage and work with young people who are de-motivated or face barriers to progression through one-to-one and group working
- To have responsibility for young people requiring support on a variety of programmes and maintain appropriate records of interventions carried out with them using relevant reporting systems.
- To work closely with relevant Career Advisers and Transition Mentors to participate in, support and monitor the delivery of individual plans for young people.
- To have full knowledge and appreciation of the range of activities, courses and opportunities, organisations and individuals that could be drawn upon to provide appropriate support for targeted young people.
- To engage effectively with employers to source and support placements
- To liaise effectively with other internal colleagues to support the progress and development of young people and their families.
- To undertake regular monitoring and reviews of performance and targets based on young people's access, progress and satisfaction.
- To demonstrate responsibility and leadership for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work.
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Health and Safety Policy.

- To take responsibility for ensuring and achieving the objectives of the Positive Steps Safeguarding policy and procedure.
- To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager

ADDITIONAL REQUIREMENTS

HEALTH AND SAFETY

To operate safely within the workplace regarding Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and the Health and Safety of others.

EQUALITIES & DIVERSITY

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

CUSTOMER CARE

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

TRAINING AND DEVELOPMENT

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and the Aspire Process. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

POLICY

To work always within the established policies and practices of Positive Steps.

INFORMATION GOVERNANCE

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Date prepared/revised: Sept 19

Prepared/revised by: KB