



CANDIDATE PACK



NAVIGATOR MOTW (Employment Support Coach)



Who are we?

Our vision at Groundwork North East & Cumbria is of a society of sustainable communities that are vibrant, healthy and safe, who respect the local and global environment and where individuals and enterprise prosper.

Our mission is to inspire people and deliver positive sustainable change in places of need across the North East & Cumbria. To achieve our aim we work with passionate individuals, proactive public services and innovative businesses.

Our programmes and services are tailored to the needs of partners in each locality and every year Groundwork makes an incredible difference to disadvantaged communities, helping find practical solutions to the challenges they face. We provide training and create jobs, reduce energy and waste, reconnect people with nature and transform whole neighbourhoods. We are passionate about changing places and lives for the better and when all that local activity is added together, it becomes a major force for regional change.

With over 200 staff across the North East, and over 30 years experience, we are always keen to hear from people with the drive and determination to make a difference, and have lots of ways you can get involved. Many of our senior managers and executive team began their careers as volunteers or project managers. By providing a range of training and continuous professional development opportunities at the local, regional and national level we are able to recruit and retain the very best.

We want you to be yourself at Groundwork and value everything that makes you unique. We recognise and celebrate people's differences and together we make Groundwork a great place to work. Groundwork are committed to safeguarding and protecting the welfare of children, young people and vulnerable adults, and expect all staff and volunteers to share this commitment.

Email: HR.NorthEast@groundwork.org.uk

Tel: 01388 662666

Post: Human Resources, Groundwork NE & Cumbria, Unit 14 Parsons Court, Welbury Way, Aycliffe Business Park, Newton Aycliffe, DL5 6ZE



www.groundwork.org.uk



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What are we looking for?

We are looking for a highly organised, enthusiastic individual to join our *Moving On Tyne & Wear* programme, within the role of Navigator.

In this pivotal role, you will manage a caseload of *Moving On Tyne & Wear* participants and provide them with 1:1 support, to helping them overcome barriers to employment and training.

We are seeking someone who is creative and flexible with excellent communication skills, who will be innovative in their delivery to develop positive relationships with employers, staff and participants. As a Navigator you will be willing to come up with ideas and suggestions for new ways of working that will ultimately improve overall performance and service delivery, whilst being receptive to new ideas put forward by managers and peers to make positive change and organisational developments.

Moving On Tyne & Wear promotes the importance of social, environmental and financial sustainability. It is therefore the responsibility of all members of staff working on the programme to ensure resources are used efficiently with minimim wastage througout their daily activities.

Like us, you will love North East England and want it to thrive. You will be keen to learn and work as part of a team, and be enthusiastic for charity initiatives and the role of benefiting communities.



What difference will you make in the role?

- » Working with local participants and Employers, the role will offer one-to-one support to help participants develop confidence to apply for vacancies.
- » Supporting both Employers and Participants to work together in overcoming the barriers that prevent participants from progress, promoting good mental and physical health and well-being, and encourage and support activities that develop healthy lifestyles.
- » Develop an understanding of individual participant barriers and health concerns to increase a person's employment options
- » Identify support opportunities for the Participant to access
- » Share success with team members, Partnership and Employers
- » Displaying inclusivity, fairness, experience and expertise to work with Participants and Employers creatively and with innovation whilst understanding their individual needs.



Who will you be working for and with?

You will report to our Performance Lead, Jason Sheriff who is responsible for the Moving on Tyne & Wear team (Sunderland delivery) and management of a team of Navigators, MI & Quality Officer and an Administrator.

Working closely with participants and employers the Navigator role will be responsible for supporting them through every stage of their journey, addressing barriers preventing engagement and introducing activities to support progression to help them to better manage their conditions and move towards or into employment.

You will coordinate with external partners and funders such as corporate or statutory bodies e.g. local authority or government, and also not-for-profit/voluntary bodies.

Groundwork is an organisation where everyone works together, works hard and takes collective responsibility - striving to make a difference to our local communities. As part of our *Moving On Tyne & Wear/Youth, Employment & Skills team* your role in supporting growth and sustainability of our business is key.



What will your duties and responsibilities be?

- » You will undertake participant eligibility checks for all referrals
- » Carry out a comprehensive initial assessment with all participants
- » Develop an action plan with each participant, identifying barriers and agreeing measures to overcome these barriers through clear goal setting
- » Regularly review the progress of participants using the 'Outcome Star Tool' or a similar model
- » Manage a participant caseload and review ongoing progress, liaising closely with the full range of specialist partners as appropriate
- » Work in partnership and carry out joint key working, in order to achieve improved outcomes for participants
- » Provide information, advice and guidance, and support participants with job search, CV writing, job applications and mock interviews
- » Work with participants to address barriers towards engagement, referring to specialist partners where required
- » Promote volunteering opportunities through partners, as a stepping stone to training and employment
- » Identify appropriate employment and training opportunities for designated participants
- » Promote participants to employers, and assist in the placement of participants into jobs
- » Promote participants to colleges and training providers, and assist in the placement of participants into further education and training
- » Provide ongoing support to participants once they have been placed into employment to ensure sustainability
- » Ensure that all project recordings and management information systems are adhered to and kept in place



What skills and experience do you need to apply?



ESSENTIAL:

- Educated to GCSE level or equivalent, particularly in English and Mathematics
- Information, Advice & Guidance or Employment Related Services Level 3 or above
- Successfully working with jobseekers and employers in an employment programme setting
- Working to and meeting industry and internal service level standards
- Working with a variety of partners to provide tailor made solutions to meet participant requirements

- Ability to develop positive, trusting and confidential relationships with participants using a professional, tactful and patient approach
- Good written and verbal communication skills
- Strong attention to detail, maintaining high standards of quality and accuracy
- Strong IT skills including Microsoft Office Suite
- A flexible and positive approach to work
- Ability to achieve targets and deadlines whilst still maintaining quality

DESIRABLE:

- A recognised training qualification to support delivery to participants
- Experience line managing staff
- Knowledge of the local area and local voluntary sector support services
- Specialist knowledge of challenges faced by one or more of the following groups: people with health conditions, BME, substance misuse, homelessness, offending.
- Full driving licence

What will we offer you...

- A competitive salary, currently starting at £21,500 per annum
- 37 hour working week
- Excellent holiday entitlement of 25 days rising to 27 days per annum, plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours activities
- Business travel expenses.
- Better health at work activities
- Access to a Cycle To Work and Childcare Voucher Scheme
- A commitment to equality and diversity which ensures everyone can make best use of their skills, free from discrimination or harassment
- Staff life insurance scheme
- Friendly, team environment where we support each other to achieve



**WANT TO
APPLY?**



Great, all you need to do is complete the application pack available on our website, located here:

<https://www.groundwork.org.uk/about-groundwork/careers-across-groundwork/>

All completed applications should be sent to:

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Tel: 01388 662 666

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**Moving On
Tyne & Wear**

