



# Candidate Pack

## Navigator (Employment Support Officer)

[www.groundwork.org.uk](http://www.groundwork.org.uk)



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# Who are we?

Our vision at Groundwork is of a society of sustainable communities which are vibrant, healthy and safe, which 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 and Cumbria. We're passionate about creating a future where every neighbourhood is vibrant and green, every community is strong and able to shape its own destiny and no-one is held back by their background or circumstances.

We work across the North East and Cumbria helping communities find practical sustainable 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. With over 200 staff across the region, 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 entry level project staff. 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.

Each year Groundwork makes an incredible difference to communities across the North East and Cumbria. We work on hundreds of individual projects each year, supporting disadvantaged communities but what's most important is how we change people's lives. Our local programmes and services are tailored to the needs of partners and communities in each locality. When all that local activity is added together, it becomes a major force for regional change.

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.



# What are we looking for?

We are looking for a highly organised, enthusiastic individual to join our *Step Forward Tees Valley* programme, within the role of Navigator.

In this pivotal role, you will manage a caseload of *Step Forward* participants and provide them with 1:1 support, helping them overcome barriers to employment and training.

We are seeking someone to be responsible for comprehensive assessment and action planning of participants - able to assess motivation and barriers to employment. Working closely with participants, Navigators are responsible for supporting their client through every stage of the journey, addressing barriers preventing engagement and introducing activities to support their progression.

*Step Forward Tees Valley* 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 minimum wastage throughout 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?

- You will be committed to our purpose, values and mission
- You will meet agreed performance targets
- Present a professional image of *Step Forward Tees Valley* at all times
- Work with referral partners to promote *Step Forward Tees Valley* to the targeted participants
- Support participants to access resources and services to increase their employability, and help them achieve their goals
- Integrate, share knowledge and spread best practice with other Navigators, staff and partners within the *Step Forward Tees Valley* programme
- Maintain participant confidentiality at all times
- Be prepared to work creatively and flexibly, which may occasionally include evening and weekend work
- Work as part of a team, attend team meetings and participate in staff training and development



# Who will you be working for and with?

You will report to our Team Leader who is responsible for the management of a team of Navigators, MI & Quality Officer and an Administrator.


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 *Step Forward Tees Valley/Youth, Employment & Skills team* your role in supporting growth and sustainability of our business is key.

You will work with other Navigators and local delivery teams across a range of specialisms, including communities, education, health or well-being; and energy, waste reduction, environmental enhancement or landscape improvement.

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.



## 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
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- >> 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

# What skills and experience do you need to apply?

**GROUNDWORK**  
CHANGING PLACES  
CHANGING LIVES



## 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 with a variety of partners to provide tailor made solutions to meet participant requirements
- Working to and meeting industry and internal service level standards

- A sound understanding of the employability agenda
- Good verbal and 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

## DESIRABLE:

- A recognised training qualification to support delivery to participants
- Experience line managing staff
- Knowledge of the Tees Valley area and local voluntary sector support services
- Full driving licence



# What will we offer you...

- A competitive salary, currently starting at £21,500 per annum
- 37 hour working week (part time or job share negotiable)
- 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
- 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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