

ESF/YEI Supervisor & Support

Officer

Job Description and Person Specification Citizens Advice County Durham

This post is funded through ESF/Youth Employment Initiative (YEI) as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. This post is offered as a temporary contract and funded until July 2021

Citizens Advice County Durham are a partner of DurhamWorks. DurhamWorks is a dedicated programme for young people aged 16-24 living in County Durham who are not in education, employment or training. We offer a blend of taught programmes and bespoke one to one support that helps local young people to progress and reach their full potential. At DurhamWorks CACD, we help build self-esteem and confidence whilst delivering a range of employability skills; offers include practical help with developing a good CV, promoting yourself through social media and looking at career options. We adapt our programmes and support to meet the needs of the individual, ultimately helping our participants to progress into work, training, education or further support.

Job Title:	ESF/YEI Supervisor & Support Officer
Salary:	Grade 4a £21,921(Pro Rata)
Role aim:	The aim of the role is to help NEET 16 – 24 year olds across County Durham to achieve their full potential through the effective development and delivery of our employability programmes; and to develop and sustain effective working relationships with our young participants that helps to build participant self-esteem and confidence.
	Key Duties
	<ul style="list-style-type: none"> • Ensure the positive progression of 16-24 year old NEET young people on CACD DurhamWorks Programmes.
	<ul style="list-style-type: none"> • Develop and deliver appropriate programmes and support through face to face and digital channels, including but not exclusive to: Google Classroom, Meet, Zoom, email, text phone calls
	<ul style="list-style-type: none"> • Collaborate, communicate and work effectively with participants, partners and colleagues through traditional and digital channels
	<ul style="list-style-type: none"> • Aid participants who disclose issues impacting their personal circumstances for example mental health matters, financial struggles or literacy issues by effectively signposting them to

	an appropriate service/organisation including CACD and following up with appropriate 1-1 contact.
	<ul style="list-style-type: none"> • Create and maintain appropriate and accurate records for participants with full regard to GDPR principles
	<ul style="list-style-type: none"> • Provide support with ICT issues Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
	<ul style="list-style-type: none"> • Collaboratively work with our team to review, develop and plan our delivery and approach.
	<ul style="list-style-type: none"> • Ensure all documentation & expenses relating to project is eligible and compliant as per funder requirements and ensuring transfer & sharing of data is GDPR compliant.
	<ul style="list-style-type: none"> • Ensure agreed deadlines & outputs are met and targets are achieved.
	<ul style="list-style-type: none"> • Understand project budget, eligible spend, project aims, outcomes & targets as a whole and relating to individual participants.
	<ul style="list-style-type: none"> • Ensure the effective progression and development of participants through the creation and maintenance of personal development plans.
	<ul style="list-style-type: none"> • Be a great team member, participate fully in teamwork, team meetings and team development activity and be willing to work collaboratively and to share best practice & working knowledge.
	<ul style="list-style-type: none"> • Research, identify and respond to participant needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.
	<ul style="list-style-type: none"> • Ensure that appropriate systems are developed and maintained as per DurhamWorks guidelines for data recording, filing, statistics, follow up work and quality control.
	<ul style="list-style-type: none"> • Liaise with DurhamWorks Partnership, external shareholders & CACD staff as well as the DurhamWorks team of staff & volunteers, attend regular meetings as required.
	<ul style="list-style-type: none"> • Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and people can do their best

Person Specification

Please answer all points of this within your application form to be considered for this role.

- Experience working with 16-24 year old NEET individuals or groups of people who have varying needs.

- Ability to supervise others, including the ability to develop and motivate them as individuals & to supervise multiple people with a variety of needs in a learning or support session.
- Ability to develop and deliver agreed learning or support sessions using effective communication skills; utilising both traditional and digital methods of delivery.
- Ability to negotiate, agree and maintain appropriate personal development plans including the ability to offer and receive constructive feedback.
- A proven track record of negotiating, agreeing and creating options and solutions to problems that DurhamWorks Participants often face
- Ability to contribute to a team, including the ability to prioritise own workload and make appropriate decisions.
- Ability to use influencing skills to promote the service and foster good relationships with external organisations developing links with relevant internal and external stakeholders
- Ability to monitor & maintain own standards and a commitment to continuous professional development.
- The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice County Durham service.