



SOCIAL MOBILITY COACH

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| Job Title | SOCIAL MOBILITY COACH |
| Hours of Work | 25 TO 35 HOURS PER WEEK (Can be discussed) |
| Reports to: | SERVICE DIRECTOR – WOMEN’S SERVICE |
| Salary Band | FULL TIME EQUIVALENT £28,000 TO £35,000 (Depending on skills and experience) |
| Process | <ul style="list-style-type: none">○ Deadline for applications: 5 June 2023○ Applications to be sent to: recruitment@baytreecentre.org.uk○ Applicants to complete attached application form (no CV or covering letter)○ Completion of monitoring form optional |

ENVIRONMENT

The Baytree Centre is a social inclusion charity supporting local women and girls in the heart of Brixton.

Inspired by Catholic Social Teaching, we aim to build confidence and self-esteem, promote aspirations, broaden horizons and help our beneficiaries to improve life chances for themselves, their families and their communities. Our programmes include one-to-one coaching and mentoring; Information, Advice and Guidance; education courses; skills development workshops; and well-being activities.

We have a strong and inspirational team of around 25 skilled and hard-working staff members who are driven to change lives for the better. Pivotal to the success of the Centre’s programmes is also the strong and consistent contribution from our committed and active volunteers. Our Services and teams are currently delivered by and structured around our Women’s Services, Youth Services and Volunteer Services.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from underrepresented groups.

ROLE

We are recruiting a Social Mobility Coach to join our Women's Services Team.

The Coach's role will be to engage with our adult beneficiaries, supporting them to identify and achieve their aspirations for themselves and for their families. Adopting a holistic, person-centred approach, she will support beneficiaries both to reach short term goals (through the delivery of Information, Advice and Guidance) and to develop the resources, skills and behaviours necessary to make longer term progress (through Coaching) across the five 'pillars' of our social mobility framework:

- Education
- Employability
- Family stability
- Money management
- Resilience and well-being

KEY DUTIES & RESPONSIBILITIES

- **Information, Advice and Guidance** – provide 'first-level' IAG on a range of topics (e.g. welfare and benefits, housing, employment and education) and signpost or refer more complex cases.
- **Coaching** – provide 1-2-1 goal-oriented coaching support to a caseload of women to help them progress across the five pillars referred to above.
- **Programmes** – plan, design and deliver group sessions and activities within the five-pillar framework.
- **Client life-cycle** - recruit and retain programme participants; manage client relationships.
- **Monitoring and evaluation** – take accurate case notes and record all other information necessary to effectively monitor and evaluate outputs and outcomes; propose and implement improvements.
- **Communication and collaboration** – communicate openly and constructively with beneficiaries, colleagues, volunteers and partners; make high quality, timely contributions to funder reporting.
- **Partnerships** – represent and promote our services; actively seek and build strategic partnerships.

We recognise that the role of Social Mobility Coach is a broad one. If you feel you have strong experience / potential in some but not all the above areas, we would still encourage you to apply.

STANDARDS AND QUALITY

The postholder will be expected to:

- Encourage best practice and support of procedures to protect & safeguard children, young people & vulnerable adults.
- Carry out duties and responsibilities according to Baytree's Equality, Diversity & Inclusion commitment, Health & Safety Policy, and all other policies, working practices & procedures.
- Set an excellent example in terms of punctuality, manner, attendance, and presentation.
- Apply for an enhanced DBS check.
- Support and demonstrate the cultures and values of the Baytree Centre.
- Provide regular reports to the Service Director on activities against targets.
- Attend regular supervision sessions, staff and other team meetings as required.
- Ensure that beneficiaries' data is kept confidential in compliance with Baytree's policies.
- Undertake all duties that may be reasonably assigned by her Line Manager.

PERSON SPECIFICATION

Please see below what we will look for in the successful applicant. Items marked with an 'E' are Essential; those marked with a 'D' are desirable but not essential. Please note that experience, skills, and knowledge need not have been formally obtained or demonstrable through qualifications. We recognise the value of lived experience. If you think that you could do the job and do it well then please apply providing full details of why.

KNOWLEDGE

- Excellent understanding of issues and barriers facing migrant and low-income women and families (E)
- Knowledge of Lambeth and the local community (or similar areas and communities) (E)
- Knowledge of UK systems including education, social care and health and employment markets (E)
- Knowledge of welfare and benefits e.g., Universal Credit, Child Benefit, Social Housing, Homelessness, PIP/DLA or Carer's Allowance and Job Seeker's Allowance (D)
- Understanding of relevant legislation (Safeguarding; Health & Safety; Equality, Diversity & Inclusion) (D)

EXPERIENCE

- Experience of building and nurturing strong and productive working relationships (E)
- Experience prioritising and managing a complex case load or multiple initiatives (E)
- Experience in coaching or a similar discipline (D)
- Experience of safeguarding (D)
- Experience in delivering Information, Advice and Guidance services across any of following: welfare and benefits; housing; education system; social care system; health system (D)
- Experience managing or coordinating projects and other staff / volunteers (D)
- Experience in the voluntary and community sector (D)
- Experience working with minority and marginalised groups (D)
- Experience working on grant funded programmes (D)

SKILLS

- Non-judgemental, patient, friendly and empathetic approach (E)
- Strong interpersonal skills and the ability to deal with a diverse range of people (E)
- Strong level of communication (written and verbal) and listening skills (E)
- Strong digital literacy and IT skills (E)
- Ability to deal with information in a confidential manner (E)
- Ability to work on own initiative and prioritise workload (E)
- Fluency in Portuguese, Somali, Arabic or another language widely spoken in Lambeth (D)

QUALIFICATIONS

- Educated or trained in coaching or similar (D)
- Qualified or trained in Information, Advice and Guidance (D)

KEY COMPETENCIES AND BEHAVIOURS

SETTING DIRECTION

Seeing the Big Picture : Understand how your work and the work of your team supports wider Baytree objectives and meets the needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.

Making Effective Decisions : Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users.

ENGAGING PEOPLE

Leadership : Show pride and passion for your work and positive and inclusive engagement with your team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with any inappropriate language and behaviours, including discrimination or misconduct. Give appropriate praise and credit to colleagues and stakeholders.

Communicating & Influencing : Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

Working Together : Be a collaborative, team player. Work together with and support peers in the Coaching team, Women's Services team and the broader Baytree organization. Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Follow up on their expressed needs. Be kind, polite and smile. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams to achieve results.

DELIVERING RESULTS

Delivering a Quality Service : Work with users to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the users and Baytree. Clearly explain to users what can be done and what cannot. Keep colleagues and stakeholders fully informed of plans and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good user service which balances quality and cost effectiveness.

Delivering at Pace : Follow relevant policies, procedures and legislation to complete your work. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

Changing and Improving : Regularly review own and team's work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.