



POSITIVE STEPS

SUPPORT | CHALLENGE | CHANGE

ROLE PROFILE: Apprentice Mentor CGSS

Service: Young People's Services - CGSS

Pay Level: National Apprenticeship 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

- You can use information technology effectively
- Good GCSE or equivalent achievements demonstrating ability in English and Maths
- Willingness to train as an apprentice and gain and NVQ 2/3 level qualification
- You are confident to travel independently when needed

Assessed at application and interview

- Commitment to working with young people
- An awareness of the challenges that young people face trying to access education, training and employment
- An interest in helping young people get into training, work or employment
- You can work with different organisations to help young people get the help they need
- You will work safely and within the guidance needed
- You have some experience of working with young people. This can be formally within work or through volunteering or personal experience

YOUR STRENGTHS ARE:

Assessed at application only

- You are committed to learning and want to improve
- You will go the extra mile to make a difference

Assessed at application and interview

- You are a good communicator and work well with other people in Positive Steps and other organisations
- You can relate to young people and can support them to be the best they can be
- You can work with young people, organise your time effectively to make sure needs are met
- You can engage with young people in groups and one to one
- You can work to meet targets and get support when needed
- You understand basic safeguarding and will commit to learning more
- Passionate about helping young people

Assessed at interview only

- You can help young people who may have complex needs
- You can manage different tasks and your own time
- You can advocate for young people and stand up for their views

MAIN PRIORITIES

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

- Young people who need support to into employment and training
- Young people who need support to get more experience of work, including work experience
- Young people who need a voice to represent their views and make sure they're getting the services they need

KEY DUTIES

- To engage and work with young people who are de-motivated or face barriers to progression through one-to-one and group working
- To support young people and make sure they are getting the right support. This will include taking accurate notes and recording these in a database.
- To work closely with relevant Career Advisers and Mentors to make good plans for young people to help them get into training, education or employment
- To have a good understanding of the types of opportunities young people can access and use this to help them
- To work with colleagues in Positive Steps to help young people get the right support at the right time
- 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