



JOB DESCRIPTION

Job title	Project Manager – Young People at Risk of Offending, Bristol
Period of Contract	Permanent (subject to ongoing funding)
Based	Hybrid (either home or office based), with regular outreach working across the Bristol region
Working hours	Full-time, 35 hours a week between Mon-Fri
Salary	£26,265 per annum
Holidays	33 days a year (including 8 statutory bank holidays) full time
Benefits	<ul style="list-style-type: none"> ▪ Company pension ▪ Childcare Vouchers ▪ Cycle to Work Scheme ▪ Employee Assistance Programme (EAP) ▪ Staff Health & Wellbeing Programme ▪ Occupational Health Assessments and Counselling ▪ Flexible working and time off in lieu ▪ An enhanced sick pay scheme ▪ Support with Access to Work and equipment needs ▪ Regular staff training, workshops and social away days ▪ Eye care (covering biennial costs up to £50) ▪ Vouchers to recognise achievement
Responsible to	Operations Manager
Job purpose	<ul style="list-style-type: none"> ▪ Provide 1-1 intensive support to a caseload of vulnerable and disadvantaged young people (aged 16-25) classed as NEET (Not in Employment, Education or Training) who are identified as being at risk of offending. ▪ Helping them to engage in community volunteering and build employability, confidence and life skills. ▪ Maintaining and developing partnerships with referrers, charities and other support organisations.
Additional information	The post is subject to a 6-month probationary period, enhanced DBS clearance and two satisfactory references being received, one of which should be from your current/ most recent employer.

Background

At Step Together Volunteering we believe in the power of voluntary work as a catalyst for change – in individuals, organisations and society as a whole. We are specialists in the use of volunteering to enable people to overcome disadvantage, to take control of their lives and expand their horizons, enhancing well-being, employability and life satisfaction. Our mission is to enable people of all backgrounds to take positive action to change their lives and the lives of others through volunteering.

Working through a remote team of outreach workers across England and Scotland we provide tailored one-to-one support to help individuals into volunteering placements that match their needs and interests, and help them develop the personal and practical skills required to build a more positive future. Our beneficiaries are people who face significant challenges as a result of critical injury and trauma; those at risk of offending or leaving the criminal justice system; substance and alcohol misuse; long-term unemployment; mental ill-health; leaving care; homelessness; isolation and disengagement with society. They are people who generally have multiple, complex needs and those impacted by poverty and deprivation.

This post is based in Bristol and will involve working within a small team of project managers, Head Office centre staff and volunteers. The role is primarily a home-based role, but with the majority of time spent supporting young people out in their local community. There is also access to the Charity's office when required. In addition to providing 1:1 personalised support to your clients, you will be responsible for identifying, maintaining and developing relationships with our key referrers, charity partners, corporate supporters and the local community. The post-holder will be actively involved in promoting these relationships to ensure a consistent flow of referrals to the project.

The Project Manager will be responsible for:

1:1 Client Support

- With the support of Step Together Volunteering colleagues, and building on work already carried out in Bristol, continue to develop Step Together Volunteering's Bristol project supporting disadvantaged young people into bespoke volunteering opportunities which meet their personal needs and interests.
- Supporting young people, aged 16-25, who are specifically at risk of offending and those who have already had some contact with the criminal justice system to include police interview, warnings/cautions, and those who have received an out of court disposal. They may also be at risk of exclusion from their school/college.
- Working with clients in a person-centred and holistic way - helping them to build their confidence and self-esteem, connecting them to their local community and support networks.
- Preparing and supporting clients into suitable volunteering placements – identifying their skills, interests and aspirations and introducing them to further learning where appropriate, and other activities, groups and programmes that aid their personal development.
- Identifying and developing active links with local charities and non-profit organisations which offer volunteering placements and sourcing suitable opportunities for clients with a range of needs.
- Where suitable, introducing clients to our "Get Growing" allotment project in South Bristol and its associated short cooking and woodwork wellbeing sessions.
- Working flexibly. Carrying out a range of activities to encourage and support volunteering according to clients' needs and abilities, including support with applications, CVs, making calls, visiting charities, and attending interviews.
- Act as the information-and-help point, advisor and mentor for clients. Maintaining regular contact with clients and charity staff regarding volunteering applications and placements.
- Maintain client, referrer and charity placement records, recording, storing and sharing information appropriately in accordance with company policy and procedure, and with regard for confidentiality, safe practice and GDPR.

- Maintaining strict professional boundaries at all times and understanding that there may be times when you need to step back from a client's support.

Project Stakeholder Management

- Developing and maintaining partnerships with other stakeholders working with disadvantaged young people in the Bristol area (e.g., early intervention and youth offending teams, local authority families and care leaving teams, and other youth support organisations such as The Prince's Trust, The Shaw Trust, CYN and 1625ip) and promote understanding of Step Together Volunteering's programme model.
- Researching and developing new referral pathways and attending external meetings to establish partnership working arrangements, network and raise the profile of Step Together Volunteering across the Bristol region.
- Working as part of our wider Young People team in Bristol to help promote our support and work with young people and to help us identify opportunities to develop our criminal justice service in the area.
- Engaging with our corporate supporters and charity of the year partnerships and attending ad hoc meetings with the management team to support funding applications.
- Attending appropriate youth work events, seminars and workshops as part of our collaborative approach and delivering short talks and presentations where required.

Other Duties:

- Providing monthly reporting data to the Operations Manager and Central Team to help share our impact with funders and supporters. Regularly recording client achievements and outcomes, logging case notes, creating case studies and positive stories, gathering client feedback and testimonials.
- Adhering to Step Together Volunteering's Safeguarding policies and procedures at all times.
- Identifying and undertaking other appropriate initiatives in agreement with Step Together Volunteering.
- Supporting colleagues in Bristol and across the wider team; participating in reflective practice sessions, attending team meetings and helping identify training needs.



PERSON SPECIFICATION

This role will most likely be suitable to those with the following skills and experience:

Essential	Desirable
Practical experience of working with or mentoring vulnerable, disadvantaged or socially excluded young people who are at (low-medium) risk of offending	Experience of working with young people between the ages of 16-25, who have complex issues i.e., drugs misuse, abuse, ex-offenders, etc.
A good understanding or knowledge of early intervention programmes and working with police, probation and local authority youth offending teams	
Understanding of the challenges young people face in our community and able to nurture trust, confidence and self-esteem	Understanding of NEET, youth support and social care networks / pathways
Previous community support work experience or similar either on a voluntary or employed basis	Experience of working within the charity sector or other community organisations such as social care groups, agencies, probation services, youth support or local authorities
Confident communication and listening skills with the ability to engage and work in a supportive capacity with young people regardless of their background, culture and experiences	Understanding of LGBT+, BAME, diversity, inclusion, disabilities and equal opportunities
Good understanding of the risks and safeguarding practices relating to vulnerable young people, children and adults	Familiarity with health and safety practices and/or trained in First Aid
Good planning, presentation and time management skills, able to co-ordinate and lead on a 1:1 and group basis	Experience of creating and delivering PowerPoint presentations, talks and alike
Possess self-motivation, patience, persistence, discipline and resilience	
Confident using IT systems such as case management systems and MS Office, researching the internet	Experience of using Pathway Star Outcomes, Charitylog case management software or similar (full training will be provided)
Car driver / owner	