

JOB DESCRIPTION – Fixed term post until January 2027 in the first instance

ROLE TITLE: Assistant Youth and Family Coordinator

REPORTING TO: Programme Manager

LOCATION: Home based, with travel throughout Surrey

HOURS: 36 hours Full Time

SALARY: £12.54 per hours

DIRECT REPORTS:

CLOSING DATE:

INTERVIEW DATE: March 2025

Surrey Care Trust is a local charity that helps people to improve their skills for life, work and learning through counselling, education, mentoring and volunteering. Our programmes support disadvantaged families in improving their chances in life. Through our programmes we are enabling people throughout Surrey to overcome the disadvantage of low skills, poor educational achievement, limited opportunities and tough financial circumstances.

We offer a broad range of programmes - support for families and their children at our **Spelthorne Family Centres**; offering vulnerable and challenging young people an alternative approach to education at our **STEPS** learning centre; a free and independent youth **counselling** service for young people aged 16 – 25; **mentoring** young people and adults to help them gain confidence and make positive changes; improving mental health and wellbeing through **Steps2Work Wellbeing** and our nurture through nature programme at **Gateway** and **Outside and Active**; working to bring the community together and taken action on local issues with our **Stanwell Community Group** project; supporting 18-24's into employment through **Steps2Work** in Woking; and creating a different environment for people to learn new skills and give something back to society on our **Swingbridge Community Boats**.

Our Vision

We are the local charity working with volunteers, to make Surrey a place where vulnerable people have the opportunities, skills and support they need to achieve their potential.

Our Mission

We are breaking the Cycle of Disadvantage in Surrey by equipping vulnerable people with the skills and confidence they need to change their lives, and their futures.

Surrey Well-Being Partnership SWP (SWP)

Surrey Care Trust (SCT) is a partner of the Surrey Wellbeing Partnership (SWP) contract with Surrey and Borders Partnership (SABP) and will be delivering a co-ordinated programme of 'Wraparound Family Support' to young people and parents across parts of Surrey to develop their confidence, resilience, and mental wellbeing. This is part of the early intervention aspect of CAMHS (Children and Mental Health Services) programme funding and supports young people and families.

Overall purpose of the role

Your role will be to work closely with the family, the mentor and the professionals involved in the family (school etc). You will recruit, train, support and manage a bank of volunteer mentors who will be matched with young people and parents living across Surrey as part of the Youth and Family work. (NB the mentor is to be the primary person working with the young person or parent). You will work closely with the Wellbeing Team organising and logging all information for volunteer training and support groups, including booking venues, receiving applications and registering all information on Surrey Care Trust database. You will work collaboratively with all team members and external agencies building relationships with our partner organisations.

Duties and Responsibilities

- Recruit, train, support and manage volunteer mentors from a range of backgrounds
- Maintain central mentor records – e.g. including DBS, mentor spreadsheet, volunteer hours, Goal Based Outcomes, Equality and Service Questionnaire etc.
- To produce statistical and performance information to an agreed format and to deadlines for both SCT Partnership Co-ordinator, contract manager and SCT Board
- Liaise with Project Manager to ensure referrals are suitable
- Work alongside a coordinator to receive parent referrals to enable a strong supportive network for the young person including initial assessments and home visits
- Working with the team match volunteer mentors with young people and offer ongoing support to the young person and their family
- Liaise with Wellbeing Team to ensure all data and recording systems are retained in appropriate format and to deadlines for both SWP and SCT Board
- Liaise with schools, social workers, Mindworks and other voluntary and statutory agencies to identify the support already in place and build on existing networks in the borough – e.g. faith groups/sports/music or art clubs/LGBGT groups/Surrey Young Carers
- Organise activity days for young people with the Wellbeing Team
- Liaise with other SCT programmes to develop and organise Wellbeing groups with other staff members
- Document all family contact, complete required paperwork and provide regular case studies linked to the recording systems required for Outcome measures to demonstrate impact.
- Provide regular case studies linked to the recording systems required for SWP and SCT, and present outcomes/reporting/outcome star information as required.
- Attend relevant training and networking events to ensure ongoing opportunities for young people
- Promote the vision, aims and values of SCT
- Demonstrate and promote effective safeguarding practice
- Any other duties commensurate with the role

- Skills and Expertise

ESSENTIAL	DESIRABLE
Education, Training and Work Qualifications	
A Level standard or equivalent	
Relevant Experience	
Experience of working with young people	Experience of working with professionals supporting young people, using motivational interviewing and solution focused techniques
Experience of working in an organisational, project or administrative capacity	Experience of working in a charity, with volunteers or within education
Good standard of computer literacy including Microsoft Office at intermediate level	
Knowledge	
An understanding of safeguarding awareness; recognising the importance of keeping children safe and reducing the risk of harm	
	An understanding of emotional, social, social media and level of risks with young people
An understanding of recognising the need for assessment, planning, intervention and reviewing in a restorative way in relation to supporting young people	Experience of working with, or supporting young people with mental health issues. An understanding of emotional, social, social media and level of risks with young people
An understanding of mental health issues	
Skills and Expertise	
Able to relate confidently to both adult volunteers, parents and young people	
Excellent planning, administrative and organisational skills	
Good verbal and written communication skills	
Flexible in approach, using initiative, prioritise own workload without day-to-day supervision and work remotely	
Good listener and a passion for young people to thrive	
Able to travel across Surrey to meet referrals	
Car driver with full licence	

An enhanced DBS is required for this role.

The role will involve travel to schools and some home working.

For an initial discussion about this role please contact
Sian Jones on sian.jones@surreycaretrust.org.uk or Phone 07765257022

To submit an application please complete an application form and send it to recruitment@surreycaretrust.org.uk
– Closing date for applications is **enter closing date**