

Role Profile	
Title	Youth & Community Engagement Case Worker
Location	Edinburgh - Bingham (also in Muirhouse when required)
Salary	Starting at £24,000 (funded until 31 st March 2022 initially)
Hours	5 Days, 35 hours per week (negotiable)
Leave	28 days (plus 8 public holidays)
Report to	ESN Project Lead
Role summary	
<p>Community Renewal Trust is a social enterprise and registered charity that works to build community, improve quality of life and alleviate poverty by engaging individuals and families and supporting them to achieve sustainable employment, improved health and to become more involved in their community.</p> <p>Community Renewal delivers the Employment Safety Net project which seeks to support young people furthest from the job market to “self-manage” their life and support needs with the aim of achieving a positive destination e.g. employment, education, training or volunteering.</p> <p>We work with the people for as long as it takes, building up support and trust to identify what they would like to do and highlight the positive effect it would have on their lives. Our work involves helping to clients to overcome multiple barriers with individualised support ensuring the person is heavily involved in design and core elements to ensure interest and relevance.</p> <p>The post will be part of a team within the <i>Lifting Neighbourhoods Together</i> team delivering the project across Bingham, Magdalene & The Hays primarily, with additional work in the peripheral community. The projects have been running for a number of years and have a solid foundation on which to develop. The incoming worker will have the support and guidance as well as the freedom to bring a creative approach to the role helping to meet the evolving needs of the people the project engages with. There will be tasks to do that are part of being the wider <i>Lifting Neighbourhoods Together</i> team, such as events, community engagement and sometimes working with people who are not young people as part of collaborating across different specialisms.</p> <p>Whilst the ESN project has tangible and achievable targets, the emphasis is very much placed on the quality of relationships with the young people. Building trust between worker and client and the wider community are first and foremost to achieve the aims and objectives of the project.</p>	

Objectives

Specialist support for young people through the Employment Safety Net Project

- To improve the self-esteem, aspirations, personal effectiveness and employability skills of disengaged young people in order for them to successfully achieve sustainable education, training and employment outcomes across Edinburgh.
- To support clients in exploring employability options, to arrange work visits, tasters and placements
- To develop individualized action plans to support clients in reaching their goals
- To support people to access volunteering and vocational, employability and education opportunities
- Provide service users with a robust job search tool kit. (Including, CV, interview techniques, application and job searching support and offer general employability support)
- Developing and facilitating appropriate group work activities that will contribute to young people's personal and employability development.
- To provide aftercare support once a person has moved into an employability destination to increase sustainability
- Identify, liaise and help set up links with local and city-wide services, voluntary and statutory agencies, employers and contractors

Community engagement

- To engage with people who have significant and multiple barriers to education, training and employment. This will involve working in the heart of the community, including street work and door knocking to engage people where they feel most comfortable
- To deliver services which are human centred, compassionate, welcoming, engaging and ethical, whilst also being delivered to a highly professional standard
- Be warm, welcoming, inclusive and supportive with anyone who comes into contact with the Employment Safety Net of Lifting Neighbourhood projects
- Be involved in community engagement activities as part of the wider Lifting Neighbourhoods Together team

Case work and coaching

- The case worker will use a number of tools and skills to work with a client to identify:
 - What their potential aspirations are
 - What their immediate achievable goals are (living a healthier lifestyle, area of potential employment, education, training etc, getting more involved in their community)
 - What steps are required to attain their goal.
 - What agencies they require support from
 - What is really stopping them

- The case worker will identify the person's priorities and barriers. They will work with the person to create a personal plan which will set out priorities. They will support the person with barrier removal and introduce them to appropriate service providers at a time negotiated with them.
- The case worker will manage a caseload of around 25 clients (over 12 months) using Community Renewal's case management techniques and processes to support individuals with major barriers to identify their life and employability goals. Staff will provide continuous case-management support to help people achieve these goals through intensive and tailored 1-1 support and group work.

Building trusting relationships with other organisations

- Identify, liaise and help set up links with local and city-wide services, voluntary and statutory agencies, employers and contractors

Monitoring and reporting

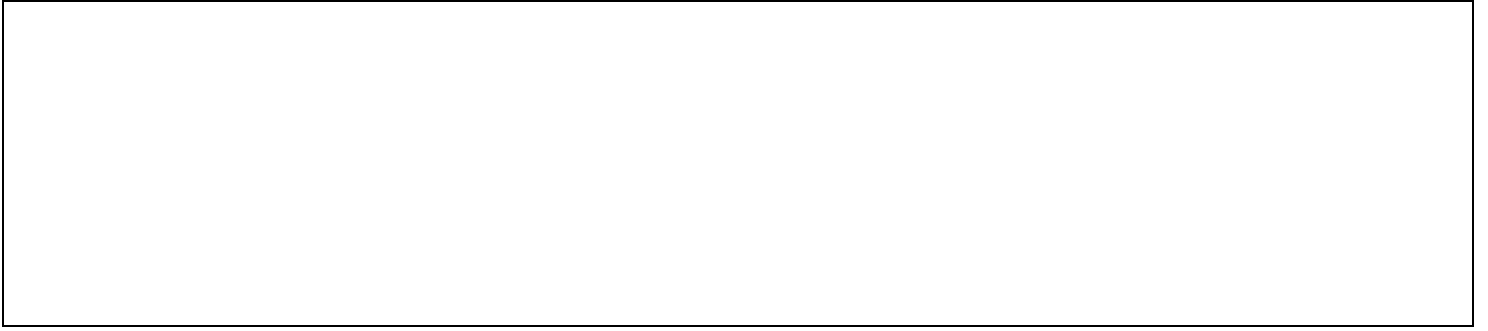
- Collect and record accurate client records through the use of files and Caselink database
- Seek to register eligible young people on the ESN project who are being support by other members of the Lifting Neighbourhoods Together team.
- Contribute to the data collection requirements of the Lifting Neighbourhoods Together Teams
- Proactively collect feedback (either positive or suggesting learning) from clients about their experience engaging our services.

Other duties and professional development

- Undertake agreed appropriate training as necessary for the development of the team's work and for personal development Contribute to meeting the overall current annual objectives of the local projects and wider organisation.
- Contribute to evaluation, monitoring and quality assurance

An 'average' week in the role:

- Providing 1-1 support to clients
- Engaging in door knocking in the community along with colleagues
- Attending external meetings such as School 16+ Forums and Local Planning meetings
- Supporting community events and initiatives such as the local Food Pantry
- Attending and inputting into team and project meetings, planning and training
- Supporting the Young Mum's project in conjunction with partner organisation
- Accurately recording all client engagements, outcomes and progressions on Caselink and other relevant databases
- Supporting colleagues withing the LNT team with priority and time sensitives work



Role Requirements		
	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of case-management • Experience in supporting young people to identify and achieve personal development goals • Experience of engaging and working with clients, staff and external agencies • Experience of working with individuals and groups using listening skills and a non-judgmental approach • Experience of outreach work and engaging members of a community in a variety of settings • Ability to build positive, sustained relationships with people • Ability and confidence to engage with young people during regular street work sessions 	<ul style="list-style-type: none"> • Experience of project evaluation • Experience of engaging with people and the particular barriers they face in sustaining their goals • Experience of working with families • Experience in dealing with difficult situations and challenging behaviour • Experience of engaging young people in street work sessions • Experience of undertaking home visits • Experience of facilitating group work sessions • Experience of managing recruitment and referral processes
Qualifications	<ul style="list-style-type: none"> • No formal qualifications are essential but must be comfortable working in a range of situations including street-work, home visits, and community settings. 	<ul style="list-style-type: none"> • ASIST or Mental health first aid • Training undertaken in addiction studies, youth offending or homelessness strategies • Experience of guidance/advisory work in a social inclusion setting of at least two years. • Any other relevant qualifications or training
Knowledge/Aptitude	<ul style="list-style-type: none"> • Practical knowledge of a wide range of issues faced by people such as offending, alcohol and drugs use, family breakdown, mental health, homelessness etc • Ability to build trust and aid development in 1-1 and group sessions • Excellent and demonstrable interpersonal skills 	<ul style="list-style-type: none"> • Knowledge of Community Renewal's projects and vision • Knowledge of Edinburgh's Joined Up For Job's strategy • Knowledge of the employability pipeline • Knowledge of projects and services in Edinburgh • Experience of working with and within schools, attending 16+ forums • Experience of building referral networks

	<ul style="list-style-type: none">• Ability to work outside comfort zone and take on new challenges with enthusiasm• IT skills, particularly with Microsoft Office products.• Flexible and committed to achieving excellence.• Self-motivated and enthusiastic with a disciplined approach.• Commitment to continuous professional development.• Ability to professionally represent the organisation at meetings and events, as and when required.• Comfortable working with a wide range of management information; able to interpret and produce reports where required.	<ul style="list-style-type: none">•
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Person Specification	
Knowledge and skills	<ul style="list-style-type: none"> • Communication skills with the ability to engage and work with staff, key stakeholders, employers and funders. • Resilient and capable of managing potentially stressful situations whilst presenting a calm, capable and reassuring presence. • Organisational skills and ability to manage competing priorities. • Ability to handle sensitive information and deal with difficult situations in a tactful manner.
Experience	<ul style="list-style-type: none"> • Proven experience of effective written and oral communication both on a one-to-one and group basis. • Experience of working with a wide range of agencies, including developing links and working relationships with a wide range of local services. • Experience effectively using IT systems to support organisational/project goals. • Experience with project delivery and breaking large tasks into a manageable project plan.
Attitude and approach to work	<ul style="list-style-type: none"> • Able to demonstrate a strong commitment to the objectives, values and vision of Community Renewal. • A positive approach to self-development and willingness to take on new challenges. • Self-confidence, and able to display an optimistic outlook whilst remaining results orientated, flexible, adaptable, with a 'can do' attitude. • Self-motivated, punctual, reliable, responsible and able to work under pressure and to tight deadlines. • Ability to manage time effectively and work to deadlines, as well as the ability and willingness to work outside normal hours when necessary. • Demonstrable commitment to the principles of social justice, equality of opportunity and challenging discrimination.
Service Focus	<ul style="list-style-type: none"> • Must be a motivated and professional individual, with a desire to achieve results and a strong client focus. • Comfortable working with a wide range of management information; able to interpret and produce reports where required. • Prepared to enter, manage, process and report on basic data.
Interpersonal Skills	<ul style="list-style-type: none"> • Good communication and interpersonal skills, both written and verbal. • Confidence in presenting information in a variety of situations and to different audiences. • A demonstrable commitment to equal opportunities and diversity, including a commitment to co-production.
Commitment to the Organisation	<ul style="list-style-type: none"> • An authentic and demonstrable commitment to the Vision, Mission and Values of Community Renewal. • Willingness and ability to take ownership of issues facing the organisation. • Open to and supportive of change and new ways of working. • Openness to change and a drive for continuous improvement, and ability to deal positively with challenges and changes in strategic direction.