



JOB DESCRIPTION

Job Title:	CashBack Connections Group Facilitator
Hours:	Part-time, 5-15 hours weekly (up to 5 positions available – daytime and evening)
Salary:	£13.45 per hour (Real Living Wage)
Reports to:	CashBack Coordinator
Location:	Community venues across North and South Lanarkshire

Introduction

The vision of Community Volunteers Enabling You (COVEY) is for children, young people and families to live happy and fulfilled lives. Our mission is to support children, young people and families to become more resilient, safe and better equipped to reach their full potential. We do this through providing 1-1 and group-based befriending, mentoring and family support across Lanarkshire.

Every day, we receive referral enquiries from a range of community-based partners (social work, education and third sector partners) who see the struggles of children and young people facing social isolation, trauma, mental health challenges, and family crises. These children and young people, aged 8 and above, often endure significant hardships, including poverty, family breakdown, care-experience, additional support needs and caring responsibilities. These young lives often bear burdens no child should have to carry.

No matter the challenges they face, COVEY is committed to working with each participant to build resilience and empower them to reach their full potential. With increased resilience, our young people and parent/carers transition to brighter futures, engaging in education, training, volunteering, or employment opportunities.

Values:

- Commitment - Having a positive attitude, reliable and consistent
- Collaboration - Working together with participants, statutory and third sector partners to deliver joined-up support that helps families thrive
- Respect - Accepting and acknowledging differing viewpoints, being non-judgemental
- Innovation - Forward thinking, actively embracing change, solution focussed
- Passion - Having a strong belief in our mission, inspiring others positively

Outcomes:

We support children, young people and families to work towards:

- Improving health and wellbeing
- Increasing confidence
- Strengthening connections and reducing isolation
- Improving attainment and positive destinations
- Improving financial capability and wellbeing

Role

In this exciting new role within COVEY, the CashBack Connections Group Facilitators will work alongside the Coordinator to design the delivery of group-based support, alongside targeted 1:1 befriending and mentoring for young people at risk of becoming involved in antisocial behaviour, offending or reoffending across deprived areas of North and South Lanarkshire.

Through a relationship based and trauma informed approach, they will provide consistent, high-quality support that builds trust, strengthens resilience and promotes positive engagement.

Working closely with Service Managers, Family Support Workers, Coordinators and volunteers, the Facilitator will implement delivery to ensure safe, effective and impactful support for participants. This includes supporting volunteers, maintaining strong safeguarding practice and ensuring all activity contributes to improved outcomes in health and wellbeing, confidence, social connections and engagement with education, training, volunteering or employment.

For young people with more complex or intersecting needs, the Facilitator will work with the Coordinator to refer into COVEY's Family Support team who will deliver integrated, whole-family interventions. This will include providing targeted support during periods of heightened risk, or early intervention to prevent escalation to crisis.

As this is a new project, this is a great opportunity to bring your own ideas and work with the Cashback team to shape how CashBack Connections develops, in turn directly influencing the positive impact we hope the project will have for disadvantaged young people and their families.

Key Responsibilities

Service Delivery and Facilitation

- Deliver group-based activities as part of the CashBack Connections programme, ensuring sessions are safe, inclusive, engaging and responsive to participants' needs.
- Build positive, trusting relationships with young people, promoting engagement, participation and progression.
- Support young people to explore alternative and individual pathways to divert from offending, reoffending or antisocial behaviour.
- Adapt activities to meet a range of needs, abilities and interests, ensuring accessibility and inclusion at all times.

Engagement and Participation

- Encourage active participation from young people, supporting them to build confidence, skills and positive peer relationships.
- Support young people to take increasing ownership of activities, including opportunities to develop leadership or peer mentoring skills.
- Assist with engagement events, trips and wider participation opportunities in collaboration with the Coordinator and COVEY colleagues.

Working with Volunteers and Partners

- Work alongside volunteer befrienders/mentors and students during group and 1:1 delivery, offering guidance and support in line with agreed plans.
- Positively represent COVEY when working with community, statutory and voluntary sector partners.
- Contribute to partnership activities that support engagement, skills development and community connection for young people.

Safeguarding and Risk Management

- Actively implement safeguarding, child protection and risk management procedures in line with COVEY policies and guidance.
- Identify and respond appropriately to safeguarding concerns, escalating issues promptly to the Coordinator.
- Contribute to risk assessments and support the safe running of activities, sessions and events.

Monitoring, Reporting and Administration

- Maintain accurate session records, attendance and engagement information as required.
- Provide feedback to the Coordinator on participant progress, engagement and emerging needs.
- Contribute to the collection of participant quotes, feedback and case studies to support monitoring, evaluation and reporting.

Training, Supervision and Development

- Participate in regular supervision with the CashBack Connections Coordinator.
- Engage in mandatory training and continuous personal development relevant to the role.
- Attend and contribute to team meetings, service discussions and other organisational meetings as required.

Organisational Contribution

- Work in line with COVEY's values, policies and procedures at all times.
- Contribute positively to the wider work of COVEY as required.
- Undertake any other duties reasonably required in line with the role.

Person Specification

Education and Qualifications

- HNC/SVQ3, or working towards a qualification in Youth Work, Health and Social Care, Community Development or related field.

- Relevant experience and skills may be accepted in place of formal qualifications.

Skills and Experience

- Experience of working directly with young people, particularly those experiencing disadvantage, inequality or social justice issues
- Experience of delivering or supporting group-based activities and/or 1:1 interventions
- Proven ability to develop, organise, and facilitate group activities for diverse participants
- Understanding of safeguarding and child protection responsibilities within a youth or community setting
- Ability to engage young people positively and build trusting relationships
- Experience supporting volunteers and students in operational settings.
- Strong communication skills, with the ability to work collaboratively with colleagues, volunteers and partners
- Ability to organise and prioritise workload while maintaining a high standard of record-keeping and data security in line with GDPR requirements.
- Strong verbal and written communication skills, with proficient administrative and database management skills (Salesforce).
- Understanding of the challenges experienced by children and young people at risk of offending or antisocial behaviour.

Other Requirements

- Availability for evening work as required.
- Enhanced PVG required.
- **Full Driving Licence with access to a car for business purposes** is required as the role involves collecting and dropping off participants for group each week.