



JOB DESCRIPTION

# Settle Coach

## About Us

Settle is a charity that supports young adults as they leave the care system and move into their first home. We provide intensive one-to-one support addressing practical life skills, sustaining a tenancy and managing emotional wellbeing. Our preventative approach to homelessness helps care-experienced young people to make long-lasting changes and thrive.

We are a fast-growing organisation and 2022/23 was a big year for Settle. We worked with more young people than ever before, developed new services and expanded our team. Since launching in 2015, we've supported over 500 young people across London and the South East and we're proud to have won the Care Leavers category award at the 2023 Children and Young People Now Awards. We also featured in Escape the City's Top 100 social impact organisations 2022, Guardian Public Service Awards finalists in 2019 and Big Issue's Top 100 Changemakers in 2022.

We work with some brilliant partners; from JP Morgan Chase Foundation and the National Lottery Community Fund, to local authorities and housing associations across London. We're a deeply committed team of 15 supported by a brilliant board of 7 trustees who help us achieve our social mission. We have ambitious plans to continue scaling our impact over the coming years and are in the second year of our 3-year strategy.

### OUR APPROACH:

#### GROW THE GOOD

We focus on building young people's strengths rather than dwelling on their weaknesses. Asset-based approaches underlie all our services.

#### YOUNG PEOPLE FIRST

We ensure the needs of the young people we support with are prioritised above all else, and we work to overcome barriers in the system.

#### INTENTION ISN'T ENOUGH

We go the extra mile to ensure we deliver the impact our programmes seek. We are dedicated to improving outcomes for young people.

# Job Description

## ABOUT THE ROLE



We're on the hunt for a Settle Coach to join us at this exciting stage in Settle's development. Over the next few years, we hope to grow the number of young people we are working with and develop new services to support young people with a range of support needs.

As our Settle Coach you will be working on the frontline, delivering one-to-one sessions with care-experienced young people across London. You'll work closely with our partners to ensure the smooth delivery of our contracts and report to the Programme Manager.

We are advertising this role on a hybrid basis with travel into the office one or two days a week and travelling to deliver sessions across London the rest of the week.

In joining Settle, you'll be joining a fast growing and truly impactful organisation with lots of opportunity for progression and development within our friendly team. We are proud to have been voted one of Escape the City's Top 100 companies to 'escape' to in 2021.

## KEY INFO

**Reports to:** Programme Manager

**Start Date:** As soon as possible

**Salary:** £26,800 -£27,600

**Hours:** Full-time

**Contract:** Permanent

**Location:** Hybrid working between our office in Tobacco Dock, delivering frontline work in communities across London and working from home

**Closing date:** Monday 1st April

## RESPONSIBILITIES

### **Supporting young people**

You'll deliver our programmes and work one-to-one with care-experienced young people across London. You'll manage a caseload of young people and be a positive role model to those you're supporting.

### **Working with delivery partners**

You'll be working closely with our delivery partners to ensure the young people are getting the best support out there. Whether that's liaising with social landlords or local debt advice charities.

### **Collecting crucial impact data and evidencing impact**

You'll be meticulous in ensuring you collect and report high quality data, understanding that this information is crucial to demonstrating our impact to funders and clients. You'll ensure your notes and our databases are up to date with accurate information.

### **Working collaboratively**

You'll work closely with other Settle Coaches and the wider team to ensure you are learning from them and they are learning from your experiences. You'll collaborate with others in order to make decisions. You will contribute to an inclusive working environment for everyone.

### **Getting stuck in**

We are a small but growing team and you'll be ready and excited to get stuck into new projects and opportunities as they arise - stretching yourself and developing your expertise.

## WHAT WE'RE LOOKING FOR

We are looking for a driven individual, with the relevant skills to provide high quality support to a small caseload of young people to ensure we give the very best we can to the young people we work with. We are interested in someone who is passionate about developing their frontline skills and supporting care experienced young people to achieve their goals.

You'll feel comfortable working with people from a range of backgrounds including other professionals. You will seek opportunities for the young people you support and advocate for them during tricky moments. You will utilise creative thinking to broaden awareness of Settle within our referral partners when opportunity arises.

We are looking for a compassionate individual, with an understanding of the value in collecting high quality data. You are someone who is keen to learn about best practice and incorporate your work into our external communications.

Having recently started delivering support to young people living in the private rented sector, we are particularly interested in applicants with an understanding of this work, and/or experience delivering support to individuals living in the private rented sector as well as the social housing sector.

What we're looking for:

- \* You care about providing the very best support for the young people we work with
- \* You establish positive working relationships, have a strong work ethic and are flexible to changing priorities
- \* You have strong analytical and decision-making skills that you can utilise to result in the best outcomes for the young people you support
- \* You're an excellent relationship builder and able to build strong relationships with young people, and key external and internal stakeholders
- \* You're impact driven, understand the power of data and stories and know how to use them to support our work
- \* You have a reflective and open approach to work, open to feedback and keen to put learnings into action and support team development
- \* You have excellent verbal, and written communications skills
- \* You are dedicated to embedding equality, diversity and inclusion into all areas of your work

Settle Coaches support young people across London in the following boroughs:

- \* Barnet
- \* Camden
- \* Hackney
- \* Hammersmith and Fulham
- \* Hounslow
- \* Lambeth

Within the role you may be asked to support young people living in any of these areas. We are interested to match Settle Coaches in areas where they have existing local connections or knowledge, therefore, if you have lived or worked in any of these boroughs, please do let us know in your application.

## EXPERIENCE NEEDED FOR THIS ROLE

### ESSENTIAL

- Experience of supporting others to achieve positive outcomes
- Good knowledge of issues facing care-experienced people
- Experience of working/liasing with external organisations
- An understanding of safeguarding concerns, and the importance of managing these well

### DESIRABLE

- An understanding of supporting young people through advocacy
- Experience managing a caseload of clients
- Experience of offering housing/tenancy related support
- Experience of working with young people, e.g., support work or youth work
- Experience of managing safeguarding concerns.
- A firm understanding of and/or experience of supporting people living in the private rented sector

## WHAT WE REQUIRE

As a precondition of employment, we'll need you to:

- Complete an enhanced Disclosure and Barring Service (DBS) check.
- Provide two satisfactory references. At least one of which should detail your suitability to work with young people and another to be from your most recent employer. We are committed to supporting individuals to enter this type of work, if you are unable to meet these requirements for references, please do get in touch so we can discuss alternative options.

## BENEFITS

- Scope to take real ownership in a fast-growing charity
- Flexible working arrangements
- Strong commitment to professional development with a dedicated training budget
- Annual performance and pay progression reviews
- Up to 5% pension contribution
- 40 days paid leave per year: 25 days annual leave, 8 bank holidays, 3 days between Christmas and New Year and 4 wellbeing days
- Cycle to work scheme
- Employee Assistance Programme offering free therapy
- Work phone and laptop
- A supportive and inclusive culture with regular team social events

## HOW TO APPLY

Please answer the following questions in the form on [our Careers webpage](#). Please also complete the equality and diversity monitoring questions.

Because we don't ask for CVs, we will not have details of your voluntary or paid work experience so please do add a good level of detail into your application. We recommend reviewing the 'what we're looking for' section and the essential and desirable experience to ensure you are evidencing as much of those areas as possible. Where possible we also recommend using the STAR approach for answering the questions.

Application questions:

1. Based on the skills outlined in the 'what we're looking for' section and the essential and desirable experience listed above, please tell us why you think you'd be great for this post. If you are comfortable doing so, please draw on both personal and professional experiences. We are particularly interested in hearing about your experience and/or knowledge, including lived experience, of issues facing care experienced young people, safeguarding, the private rented sector and how you feel your personal and/or professional experience would inform your work as a Settle Coach.
2. What excites you the most about this role?
3. Settle uses a coaching model to underpin their work with young people. Why do you think this is important and what are the benefits to the young person?
4. Please describe a time you have supported someone. This can be an example from your personal life (e.g. supporting a friend, family member, or member of the public), or professional experience (e.g. support a colleague, or someone accessing the support your organisation provides.) We recommend you use the [STAR technique](#) to answer this question
5. How did you hear about the vacancy?

Settle is happy to receive video or voice recording submissions answering the questions above. If this is your preference please send along with the equality and diversity monitoring form ([download here](#)) to [jobs@wearesettle.org](mailto:jobs@wearesettle.org)

Please be aware that neither format is preferred and all applications will be considered equally.

We are committed to improving the diversity of our team and we want to ensure that our recruitment process is inclusive and accessible to everyone. Completing the equality and diversity monitoring form alongside your application helps us to achieve this, so please do fill this in, if you are able to.

Once the applications have been received, your equality and diversity information will be separated from your application and will remain anonymous throughout the selection process.

The closing date for the role is Monday 1st April. Interviews will be held w/c 16<sup>th</sup> April and w/c 22<sup>nd</sup> April. Please note that you will only be contacted if you are shortlisted for interview.