



JOB DESCRIPTION

# Care-Experienced Community Intern

## 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 2023/24 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 600 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 16 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 third 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 looking for someone with lived experience of the care system (see the experience needed for this role for a clear definition of what this means) to join Settle in a new and exciting role, working to grow and develop our community of young people.

The Settle Community is our offer dedicated to continuing support for anyone who has graduated from our coaching programme. This includes:

- Events designed to enhance employability skills, improve social connection and wellbeing
- Drop-in support sessions with our coaches
- Our advocacy forum for young people to push for change on issues they care about



The successful candidate will be joining the team at an exciting time when developing this part of our work is a priority for the charity. This means you will be helping to shape the future of the organisation.

As a Community Intern you will play a key part in creating strong two-way communication with our young people, increasing engagement in our community programme, and helping to improve our offer through feedback. You will also assist in coordinating and facilitating community workshops and getting to know our amazing young people.

Over the course of your internship, you will be working towards a personalised goal or project that you can set with your manager, this could be organising and facilitating one of our community events or coming up with a proposal for how to improve the Community offer.

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:** Community and Programme Manager

**Start Date:** February 2025

**Salary:** £23,933 (this is for a full-time role and therefore will be pro-rata based on hours. For example, the salary for a 4-day week would be £19,146.40)

**Hours:** Flexible based on what the successful applicant needs, ideally looking at the equivalent to 3-4 days per week.

**Contract:** 12 months

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

**Closing date:** Friday 8<sup>th</sup> November

## RESPONSIBILITIES

### **Engaging with our community**

You will be reaching out to young people and graduates to promote our opportunities and collect feedback to understand how we can make sure our offering is valuable for them. You'll be a friendly point of contact and able to sign-post young people to useful services.

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

You'll be ensuring that important information is collected at our events and in check-in calls with graduates. This is then recorded on our data collection system. You'll also highlight any stories and feedback that help to demonstrate our impact and share these with the wider team.

### **Supporting at our community events**

With the Community Manager, you'll be planning activities and workshops to deliver exciting and valuable experiences for our Community. You will also help to facilitate at these events, creating a supportive and fun environment and being adaptable to any challenges that may occur.

### **Collaborating with the team**

We are a small organisation, and the community work crosses over with other areas, meaning there are plenty of opportunities to collaborate. This could be helping our communications team to create quality content for our community newsletter and social media or sharing insights with the fundraising team.

### **Safeguarding**

At Settle, safeguarding the young people we support is everyone's responsibility no matter your role. You will therefore have safeguarding training and responsibilities relevant to your role and the contact you will have with the young people we support.

## WHAT WE'RE LOOKING FOR

### You're great with people

You're going to be working with young people, colleagues and partners from a range of backgrounds. You should be friendly and enthusiastic and able to build good relationships with the people you're working with by showing compassion and communicating clearly.

### You understand our community

You should have a good understanding of the challenges faced by care-experienced young people and be open to learning from our community to make sure their experiences and opinions are at the heart of what we offer.

### You're organised and interested in research

You'll be balancing a range of responsibilities so should be keen to develop your professional skills such as organising your calendar and ensuring tasks are completed on time. You should also appreciate the importance of recording data and being methodical in this.

### You're eager to learn

You should be curious, and willing to share ideas, try things out and learn from them and encourage those around you to do the same. You should be open to asking for and receiving feedback to support your development in this role.

## EXPERIENCE NEEDED FOR THIS ROLE

ESSENTIAL	DESIRABLE
Lived experience of the care system*	Taken part in the Settle Programme
Strong understanding of issues facing care-experienced young people	Experience of participation work, for example with a Local Authority or charity
Experience in communicating with people from diverse backgrounds via different methods (emails, phone, in-person)	Experience of organising events (this can be within your personal life or professional experience)
Experience with using MS Office or similar programmes such as Google docs	

\*This means you have been “looked after” by your local authority at any point, for any length of time before turning 18. This includes living with foster carers, in a residential children's home, being looked after at home with a supervision order, living with relatives or friends in kinship care, being adopted and previously looked after. This also covers asylum seekers who arrived in the UK without an adult with parental responsibility also known as Unaccompanied Asylum Seeking Children.

## WHAT WE REQUIRE

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

- Complete a basic Disclosure and Barring Service (DBS) check.
- Provide two satisfactory references. At least one of these should be from your most recent employer, or someone who can comment on your relevant experience from training, volunteer work or education. If you don't think you have two of this type of reference, one can be a personal or character reference from a friend, mentor or representative of a service you've worked with.
- If you are selected for this role, we will ask for some evidence of your care experience.

## WHAT WILL YOU GET OUT OF IT?

**Generous benefits offer including:**

- Flexible working arrangements around 10am-4pm core hours
- 40 days paid leave per year: 25 days annual leave (pro-rata), 8 bank holidays, 3 days between Christmas and New Year and 4 wellbeing days (pro-rata)
- Strong commitment to professional development with a dedicated training budget
- Up to 5% pension contribution
- Cycle to work scheme
- Employee Assistance Programme offering free therapy
- Work phone and laptop
- A supportive and inclusive culture with regular team social events

**Personal development programme:**

- You will have a line manager dedicated to growing your strengths and supporting your professional skills development
- You can work with your manager to set your own objectives for the internship within the scope of the job description
- You will have a dedicated buddy within the team
- You will also take part in external and internal training to help grow your knowledge and skills

**Explore careers and network:**

- We will ensure you have opportunities to collaborate with and learn from staff across Settle's teams, including operations, communications and fundraising
- You will also have the chance to connect with other like-minded organisations to give a broader understanding of the sector

## HOW TO APPLY

Please answer the following questions in the form on [our Careers webpage](#).

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. What excites you about Settle and about this role?
2. 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, customer/client facing work, and event organising and how you feel your personal and/or professional experience would inform your work.
3. Why do you think it is important to build a community for Settle's graduates and how would you help to create a community?
4. 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 Friday 8<sup>th</sup> November. Please note that you will only be contacted if you are shortlisted for interview.