

Young Carers Pathways Coordinator

Job Description

Job Title: Young Carers Pathways Coordinator

Team: Schools

Location/Region: Aberdeen City

Contract: Fixed Term 1 year

Hours: 37.5

Grade: 3, PA8 to PA11

Starting Salary: £28,250

Manager: Community Delivery Lead - North

Line Management Responsibility: N/A

Role Profile

The purpose of this role is to be the key representative on the ground in Aberdeen City to deliver our important test for change project for Young Carers. You will be responsible for developing and coordinating all aspects of the programme locally using the MCR model as a basis for hypothesising, testing and recording the effectiveness of different methods and places for engaging young carers in transformational relationship-based mentoring.

The Pathways Coordinator works directly in the community building relationships with young carers, both those already known to formal services, but also finding and working with those who aren't. You'll be preparing them for matching them with a volunteer mentor. You will be focussing on getting to know young carers and by delivering an exciting group work programme to build their capacity for getting the most out of mentoring. You will use your local knowledge and connections to build knowledge of your young carers to match them with a suitable mentor and you will support both to build that relationship and ensure it thrives. You'll be there to provide young carers with personalised support, information, advice and guidance. You'll ensure a strong focus on working with the right groups of young carers and the achievement of targets for all stages of the programme. You will also be supporting mentors joining your programme through effective inductions, training and a structured programme of Coffee Conversations. A key to this role is a passion for community engagement, working with existing community partners (in particular the Aberdeen City Health and Social Care Partnership and all the network members of the Carers Strategy Implementation Group, Barnardos and Quarriers), and venues to ensure that we are reaching young carers and their families wherever is the best place for them to engage. Key outcomes for the role is to secure young carers transition from young carer to adult carer statutory services, alongside achieving positive educational outcomes and post school destinations with them.

Job Description

Test for Change

- Adapt and test running the MCR mentoring model outside of school settings for young carers, and develop a clear method, structure and protocols for working with them from a strengths-based and trauma informed way.
- Run the project for 1 year to develop a strong knowledge base which means we can secure ongoing funding and scale this up for other areas.
- Find and test ways to identify, connect and build trusted relationships with young carers and their families in the community and in schools both where MCR does and does not have a presence.
- Build on MCRs existing relationships and develop and grow new relationships with private, voluntary and statutory sector organisations that support the referral routes into and delivery and testing of the project.
- Collaborate with colleagues to draw on their experience and resources to aid the delivery of the test for change project. Particularly work with Partnerships and Mentor Services colleagues to ensure a pipeline of suitable mentors and support for them.
- Develop a strong evidence base on the effectiveness of different communications, marketing and referral techniques on engaging young carers to share with MCR and external communities of practice and funders.
- Identify appropriate places where delivery can take place in local communities that are meaningful and appropriate to young carers. They must be safeguarded, non-stigmatising, and appropriate venues for the delivery of activities and mentoring. Work with partners in the community who deliver activities and services which may act as an effective backdrop for a mentoring meeting to take place.
- Develop the additional safeguards and protocols for matching community mentors.
- Plan and deliver the mentoring programme and test ways to customise and flex the programme to meet the needs of young carers, clearly recording what does and does not work.

Programme delivery

- Undertake a range of stakeholder engagement activities to develop non-stigmatised methods of referral. Manage the incoming referrals and carry out initial contacts with the young person to co-produce how we can engage and support them best.
- Using your awareness of Adverse Childhood Experiences and trauma informed practice, build exceptional individual relationships with young carers to enable the delivery of their plan to engage with the programme.
- Prepare activity plans and develop resources and learning materials to support group work.
- Deliver group work, taking into account the needs of individual young carers and supporting them to achieve their goals. Plan for personalised learning, and to adjust strategies to deal with individual young carer's needs.
- Actively support all young carers 12-20 years old, to work towards rapidly securing a mentored relationship. Encourage and support their full participation and to get the maximum benefits from mentoring once matched.
- Conduct regular progress and impact reviews with all young carers on the programme and provide support and challenge to stay on track.

- Continue to keep in touch with and, where appropriate, support young carers in scope who don't yet participate and/or are disengaged or declined.
- Act as a pastoral support to individual young carers in the community where a mentor has not yet been identified or they are not yet ready for mentoring, but will access your support.
- Use the network of partners effectively to refer young carers for talent taster experiences in the area. These may be in person or virtual experiences. Use our regional partnerships with DYW, SDS and other organisations, to support the development and delivery of group talent taster experiences led by MCR and partners.
- To maintain programme and quality assurance records including data on Pathfinder, and any other documentation as directed.
- To complete all data requirements required for the funding of the young carers programmes including those associated with group work, mentoring, outcome measurement and destination tracking.
- To contribute to identifying and nominating young carers for the awards ceremonies and provide case studies and good news stories to aid the celebration of young carers achievement.

Mentor recruitment, training, engagement and support

- Consistently support and actively engage mentors throughout the length of their mentoring relationships.
- Working with the regional team, Programme Manager and Mentor Services, to help drive mentor recruitment to the targets needed for your project.
- Deliver effective mentor inductions, and deliver Core Mentor Training in your area.
- Promote use of the Mentor Hub, timely recording of mentor sessions and booking of mentoring appointments, identify training needs and sharing best practice.
- Participate in and lead structured coffee conversations with your mentors, to support and develop their practice, aid matching / rematching, and encourage their continued involvement with the programme.
- Continually feedback to mentor services colleagues, all mentor issues, improvement suggestions and perspectives on quality of matches

MCR programme development, impact & continuous improvement

- Feedback programme improvement strategies (regional or community specific) to MCR team.
- To prepare for internal and external quality assurance activities, with attendance at training and support meetings as directed.
- Take a proactive approach to securing the delivery of key performance targets and any other measures associated with the funding as directed from time to time.
- To attend team meetings and other appropriate meetings as required. Attend training and collaborative sessions with partners as directed
- Write reports on performance or contribute to performance reports as directed.
- To be responsive to line management and directions given for quality or programme improvement.

General

- In order to maintain a professional atmosphere, a smart dress code is required and you must wear a name badge at all times.
- To ensure the maintenance of safe working practices and environments for all staff and young carers in accordance with the policies of MCR and relevant legislation.

- To be committed to equal opportunities and to comply with MCR's diversity and equality policies. To be committed to safeguarding young carers and follow policies, practices and procedures in relation to protecting children and young carers.
- To be committed to professional self-development making full use of training and development opportunities identified through appraisal. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participating in and maintaining professional networks.
- There will be a requirement for unsupervised contact with children / young carers in this post whether through teaching, advice and guidance, general or technical support.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Person Specification

	Essential	Desirable
Skills & Experience	<p>Experience of working with young people</p> <p>Competent digital literacy including MS word & excel, social media and other digital platforms</p> <p>Experience or a knowledge of processes to document and evidence good practice and positive outcomes</p> <p>Awareness and understanding of the principles of safeguarding and child protection duties</p>	<p>Experience of working with care-experienced or vulnerable young people</p> <p>Knowledge of using Google Drive, and of creating/using spreadsheets</p> <p>Experience of facilitating group sessions with young people and/or delivering training/information sessions to adults</p> <p>Experience of managing and/or positively supporting volunteers</p>
Abilities	<p>Ability to present programme information & deliver prepared training sessions to groups</p> <p>Exceptional ability to build meaningful relationships with young people aged 11-18 years, education colleagues, volunteer mentors and local employers</p> <p>Ability to work well on own initiative, as part of a team and on a flexible basis in response to young person & organisational need</p>	
Attitude & values	<p>An understanding of the challenges and barriers that care-experienced and/or vulnerable young people may experience</p> <p>Young person consistently at the heart of professional values and practice</p> <p>Positive, solution-focused attitude</p> <p>Non-judgemental approach</p> <p>Role model for Motivation, Commitment & Resilience.</p>	
Qualifications		National 5+ (or equivalent) Maths and English and/or HNC level or above in relevant subject