



UNFOLD

# JOB PACK

PROGRAMME OFFICER

# About Unfold

Unfold (formerly known as Westminster Befriend a Family) is a local charity, working closely with young people and families in Westminster and surrounding boroughs, empowering them to achieve goals that matter to them, with the support of mentors. We work with skilled, dedicated and trained volunteer mentors who provide regular sustained support for three to six months in a goal-focused programme tailored for the needs of young people aged 10 – 25 or women with children aged 5+.

We aim to

- Boost well-being and confidence, developing a growth mindset
- Increase connectedness and reduce loneliness
- Build autonomy, independence and self-actualisation through goal-setting skills

Our mentoring programme is based in positive psychology, supporting good mental health and wellbeing. Mentees determine the focus of their mentoring, and support might include developing healthy family and social relationships, enhancing wellness, access to education and career development and building important life skills. Our mentors and the experiences they offer inspire positive change as they nurture trusting and supportive relationships

## Who do we support?

While our programme is open to everyone, we target people to ensure that we are supporting those who most need our support.



# WHY WE DO WHAT WE DO?

## UNFOLD'S THEORY OF CHANGE

### Problem

- Young people, new and young mothers, city-dwellers and people from Black Asian and Minority Ethnic communities are more at risk of experiencing loneliness
- Social isolation increases risk of poverty
- Poverty and social isolation have negative, sustained effects on mental and physical health, with the knock-on effect of avoidable strain on health and social services
- Westminster has one of the highest levels of child poverty in London and the greatest wealth gap in the country

### Strategy

- Provide immediate relief with consistent support from trained volunteers
- Connect people to their community
- Build individual's skills and confidence to independently manage challenges

### Action

- Effective and fast signposting and referral to relevant services
- Regular one to one social, emotional and practical support for at least three months
- Goal-focused engagement
- Support to develop a growth mindset

### Impact

- Participants are better connected to their community
- Participants are able to identify and achieve goals
- Participants have a reduced sense of loneliness
- Participants have improved mental health and well-being

### Vision

- Young people and parents who are struggling and/or isolated can recognise and achieve their potential
- Cycles of poverty are disrupted as isolation is reduced and opportunity is maximised
- The Westminster community is better connected
- Westminster's resources are maximised, harnessing volunteer power, reducing the burden on health and social services, and optimizing utility of existing services

# What do our mentees say about unfold?

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Mentoring helps you to get out of your comfort zone and build an identity you're proud of.

My mentor cleared up so many questions I had and gave me so much advice about my future, university and film because that's what I want to go into. She's working as a videographer which was perfect because she has been there and done that.

“

Mentoring has reminded me of my potential and it has been really great for my personal growth and confidence! When I think about achieving my goals I now have a clearer idea of how to do that.



“

Some sessions we would go online and I would say I just need to talk to you about loads of stuff and she was always there and it was great to be heard and given the space to express myself freely.

“

Not only have I been given helpful tips and advice concerning any issues but I have also found the weekly sessions as a helpful break. Z,17

“

'Before the mentoring, I was very shy, and tended to avoid public speaking. However, during the Programme I was able to do 3 virtual talks and presentations. Additionally, I managed to access new opportunities, in terms of work experiences which has enabled me to build my network.N,16

“

Mentoring with James has been the best thing so far as he's been able to relate to me on a more personal level as he has experienced the same things.E,15

“

It have help me achieve new goals which help to better me as a person. My mentee taught me how to create boundaries and know what I do not like and what I do like when it come to friendships. It have been a great 6 months. L, 16

“

I was very anxious about my future before meeting my mentor, she helped clear any misconceptions I had and get started on finding the right path for me. K,14



## Programme Officer

### About the role

**Position title:** Programme Officer

**Reports to:** Programme Manager

**Hours:** 37.5 hours per week

**Pay:** £26,000 - £28,000

**Location:** London, Victoria & Remote

**Closing date:** Wednesday, 22 January 2025

### The Charity

Unfold is an established local charity (previously known as Westminster Befriend a Family), supporting young people and families to reach their potential, identifying and achieving their goals through mentoring. We support families and young people in Westminster and its neighbouring boroughs with mentoring programmes and peer support groups for women with children.

For over 35 years, we have been providing support to vulnerable families who are at risk of social exclusion. Working with a network of trained and DBS-checked volunteers, we offer mentoring to women with children and young people, building independence and getting them where they want to be. We support the local community and we have also developed specialised programmes for people with specific needs, including refugees, children excluded from mainstream school, children with experience of the care system and families facing homelessness. We're open to everyone, but we target those who face the most challenges: 93% of the people we work with describe themselves as coming from a racialized group, 85% of the families we support are single-parent households headed by a woman, and 75% of the children we support are eligible for free school meals. Last year we provided one-to-one mentoring to over 200 children and young people, and group support to a further 32 young people and we expect to increase the number of people we reach this financial year.

We have an ambitious growth plan, and we're seeking a proactive, innovative Programme Officer to maintain and help us develop our successful Broadening Horizons mentoring programme and peer support groups for children and young people.

## Role Purpose

As a Programme Officer, you will have a varied role supporting many aspects of our work! This includes supporting the volunteer recruitment, onboarding and management of our mentors, ensuring that our volunteer mentors feel supported during their journey working with young people and are having a fantastic experience with us. You will play a crucial role in receiving application forms and being the first point of contact, for referrers, parents, and young people themselves. Additionally, you will also have the opportunity to get involved in wider aspects of our work from outreach visits to young people based in temporary accommodations, running our Youth Support Groups which support young people seeking asylum aged 16-25 as well as supporting the planning and delivery of our Youth Advisory Council engagement meetings. We work with young people with different needs, ages and backgrounds, so the right person for this role needs to be a great communicator, enjoys connecting with young people, has empathy and understands the challenges that young people go through on a daily basis.

## Responsibilities:

### Volunteer Mentors' support:

- Manage volunteer recruitment, screening, induction and development of volunteer mentors through referencing, DBS checking, training and ongoing support.
- Organise and facilitate the virtual and in-person mentor training and monthly supervision sessions.
- Support monitoring of volunteer experience ensuring completion of evaluations and mid-term and final reviews.

### Young People's support:

- Attend events and represent Unfold in line with our values and mission in stakeholder communication and at external events.
- Be the first point of contact in communicating and liaising with parents, young people and referrers.
- Support programme development with research including organising focus groups.
- Explore different opportunities to organise face-to-face engagement activities for young people and mentors.
- Support the production of communications material with case studies and support to relevant campaigns using social media, in line with Unfold's digital strategy.
- Engage and strengthen relationships with youth clubs, youth organizations, and schools across to borough.

### Administrative Support:

- Ensure both client and volunteer data are organised and include the necessary documents including DBS and references before mentoring begins.
- Manage cases with Beacon, our CRM system, making sure all the data is inputted correctly and is up-to-date.
- Assess referral forms, both made by professionals and young people, and scheduling introductory calls with the young people.
- Oversee weekly and monthly online mentoring session scheduling on Zoom or Skype.
- Attend the monthly Outreach and Coordination meetings, supporting with taking minutes of meetings and sharing updates and other relevant information.
- Ensure parent consent forms are sent and completed before mentoring commences.

### **Youth Support Groups:**

- Plan and facilitate the weekly Youth Support Groups for young people seeking asylum and refugees aged 16-25.
- Coordinate resources and materials needed for the smooth running of the sessions.
- Support the Programme Manager with partnership management with Youth clubs including liaising with youth workers and other relevant services.
- Research relevant services and invite guest speakers and information to enrich the group sessions.
- Signpost and refer young people to partner services
- Support the Programme and Sr Programme Officers with facilitating referrals to Unfold's mentoring programmes for young people.
- Keep the internal CRM system up to date with the attendees of the groups
- Manage expenses related to the groups.
- Plan and deliver half-term activities for young people.
- Escalate any safeguarding issues and report back on any challenges and successes from the groups.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Participate in regular management supervision, team meetings and annual appraisal; help to identify your own job-related development and training needs.
- Adhere to Unfold's code of confidentiality, safeguarding, equal opportunities and all other policies.
- Undertake your role in a professional manner and maintain a high-quality standard of work in accordance with aims values and ethos of Unfold.

The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.

The role may involve out of hours working, for which time off in lieu will be granted.

Full DBS checks will be required.



# Working at Unfold

**Holidays:** 25 working days (along with additional Christmas closedown days)

**Pension:** We offer generous pension provision: New staff are automatically enrolled for a pension after three months, and after six months we will match your contribution up to a maximum of 8%.

**Team working:** We are a small but brilliant team: we're supportive, diverse and we help each other out. There are always opportunities to get involved in different aspects of the organisation, or lead on new initiatives.

**Training opportunities:** We want to ensure that our team is continuously learning and building expertise in their field. For this reason, we offer each team member two days per year dedicated to professional development and training opportunities.

**Wellbeing:** How we feel matters: Staff have access to a comprehensive Employee Assistance Programme, and our staff Wellbeing Champions are leading on the design and delivery of our wellbeing strategy, including the review of our quarterly wellbeing survey. Additionally, we're excited to introduce three days a year dedicated to team building activities. These days are an opportunity to build skills, foster connections, and recharge as a team!

**Flexible working:** We're happy to consider flexible working arrangements in line with the requirements of the role.

**Working Environment:** We work in a beautiful, accessible, eco-friendly co-working space with a number of other charities, with plants, a leafy roof terrace and free hot and cold drinks. With comfortable spaces to read quietly or talk in a group, our work space is somewhere you'll want to be. You can find out more about our on-site benefits at <https://www.fivefields.community/>.

## Applying for this role

**What to send:** A CV of no more than two sides, and a covering letter of no more than two sides explaining why you are suitable for the role.

**Submit your application via CharityJob**

**Deadline for your application:** 11.30pm, Wednesday, 22 January 2025

**We will aim to get back to you by:** Friday, 24 January 2025. If you are successful you will be invited for an interview with Programme Managers, Ada Celebi and Ayla Estreich.

**Start:** February/ March 2025

**We welcome applications from everyone. Based on the profile of our service users we're particularly keen to hear from candidates from the Global Majority, male candidates and applicants who may be less experienced but have a good understanding or lived experience in Westminster and Kensington and Chelsea.**

	Essential	Desirable
Skills & Experience	<ul style="list-style-type: none"> <li>• Knowledge or lived experience of living in London</li> <li>• Good written and verbal communication skills</li> <li>• Strong organisational skills – the ability to manage multiple tasks</li> <li>• Passionate about supporting children and young people to improve outcomes.</li> <li>• An ability to communicate with people from a wide range of backgrounds.</li> <li>• A confident presenter and public speaker</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the challenges that young people in London are facing.</li> <li>• Experience of facilitating group sessions</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• The ability to work as part of a small team, listening to and valuing the contribution of all staff, service users and volunteers.</li> <li>• Hands-on, highly motivated</li> <li>• Be willing and able to work the occasional evenings and weekends</li> <li>• A commitment to principles of social justice.</li> <li>• Empathy with people facing challenging situations, such as those seeking asylum or recently obtained refugee status.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge or lived experience of Westminster and the surrounding boroughs.</li> <li>• You may have less experience, but will have a keen enthusiasm and commitment to representing the young people that we work with based on lived experience</li> </ul>

	Essential	Desirable
Values	Trustworthy, non-judgemental, transparent, caring and compassionate, empowering, proactive, self-motivated and accountable	