



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?

“

“

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 to £28,000

**Location:** London, Victoria/ Remote

**Closing date:** 22/09/2024

### The Charity

Unfold is led by the people we serve and we get people where they want to be. We're a bold, agile and growing organization, with a friendly, energetic and welcoming team. As an established local charity (previously known as Westminster Befriend a Family), we're powered by volunteers who support young people and families to identify and achieve goals that matter to them. We provide mentoring and peer support groups to people in Westminster, Kensington and Chelsea and the neighbouring boroughs.

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. We also run specialized programmes of support for people seeking asylum and those with refugee status. Last year we provided one-to-one mentoring to over 246 people, and group support to a further 252 people. With increasing demand for our services, we expect to provide direct support to over 350 individuals in the coming year.

### Job Purpose

As a Programme Officer, you will have a varied role supporting many aspects of our work! This includes supporting the Senior Programme Officers with volunteer recruitment, onboarding and management of our mentors, ensuring that our volunteer mentors feel supported during their journey, working with young people and 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 who enjoys connecting with young people, and who has empathy and understands the challenges that young people go through on a daily basis.

## **Role and Responsibilities**

### **Volunteer Mentor's support:**

- Support the Senior Programme Officers with volunteer recruitment, screening, induction and development of volunteer mentors through referencing, DBS checking, training and ongoing support.
- Support the planning and delivery of the monthly mentor supervision sessions and mentor trainings.
- Report on Mentor attendance, and individual and group progress.

### **Young People's support:**

- Be the first point of contact in communicating and liaising with parents, young people and referrers.
- Organise and run assessment and matching sessions, periodically reviewing with mentors and mentees.
- Help to organise and deliver fun half term activities trips and summer activities.
- Supporting the Senior Programme Officer with weekly hotel visits where young people and families seeking asylum are temporarily housed and helping to directly engage with young people to promote the mentoring programme.
- Support the production of communications material with case studies.

### **Mentoring support:**

- Supporting the Fundraising and Communications Officer with researching topics and resources for the weekly bulletin.
- Monitor the log sheets and ensure that all the mentors actively record their weekly sessions.
- Ensure all participants are aware of and adhere to safeguarding measures in line with the organisational policies.
- Find relevant topics and invite guest speakers to enhance mentor learning and increase engagement in monthly mentor supervision sessions.
- Research and explore opportunities to connect young people with appropriate services.

### **Administrative Support:**

- Support mentor recruitment by screening mentor applications, ensuring volunteer references are completed, DBS applications are checked and preparing mentors for online and live training.
- Support our Outreach Officer at monthly coordination meetings e.g. taking minutes of meetings and sharing updates and other relevant information.

- Ensure that the CRM system is updated - ensuring that assessment dates, referral dates and closing dates are correct for monitoring purposes, as well as ensuring all baseline, midline and endline are complete.
- Ensure that parent consent forms are sent and completed before mentoring commences.

### **Youth Support Group:**

- Plan and facilitate two 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.
- 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 the 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.

### **Virtual Drop-In Sessions**

**We will hold drop-in sessions for any questions you have about the role. The first session will be held on Wednesday 11th of September between 12-1pm and a second session on Tuesday 17th of September between 1-2pm. Please get in touch with [dan@unfold.org.uk](mailto:dan@unfold.org.uk) if you'd like to attend one of the sessions and we'll send you the online link and an invite.**



# 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%.

**Salary:** We are committed to paying the London Living Wage in line with the Living Wage Foundation and review salaries annually.

**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.

**Wellbeing - How we feel matters:** Staff have access to a comprehensive Employee Assistance Programme, and our staff Wellbeing Champions support the delivery of our Wellbeing Strategy. Staff can join free on-site yoga classes, monthly massages and regular 'Drinks and Links' sessions with the team and colleagues in similar organisations.

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

**Hybrid Working:** We work from the office or at least two days a week between Tuesday and Thursday. (Depending on your role you may need to work from the office or other London locations on other days.)

**Ecofriendly, Modern Offices:** 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, breakfast cereals and fruit. With comfortable spaces to read quietly or talk in a group, our workspace 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:** 11.59 pm on Sunday, 22 September 2024

**We will aim to get back to you by:** Tuesday, 24 September 2024. If you are successful you will be invited for an interview with Ada Celebi, Programme Manager.

**Start:** October/ November 2024

	Essential	Desirable
Skills & Experience	<ul style="list-style-type: none"> <li>• Has knowledge or lived experience of living in London</li> <li>• Good written and verbal communication skills</li> <li>• Strong organisational skills – ability to manage multiple tasks</li> <li>• Passionate about supporting children and young people to improve outcomes.</li> <li>• Ability to communicate with people from a wide range of backgrounds.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the challenges that young people in London are facing.</li> <li>• Facilitating group sessions</li> <li>• Has knowledge or lived experience in the borough of Westminster or surrounding boroughs</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Ability to work as part of a small team, listening to and valuing the contribution of all staff, service users and volunteers.</li> <li>• A hands-on, highly motivated individual</li> <li>• Willing and able to work the occasional evenings and weekends</li> <li>• Empathy with people facing challenging situations, such as those seeking asylum or recently obtained refugee status.</li> </ul>	<p>People with less experience but a keen enthusiasm and commitment to representing the young people that we work with based on lived experience</p>
Values	<p>Trustworthy, non-judgemental, transparent, caring and compassionate, empowering, proactive, self-motivated and accountable</p>	