



UNFOLD  
**JOB PACK**  
OUTREACH & PROGRAMME  
COORDINATOR 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 mentoring?

“

“

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

It was the first time I had someone consistently in my life. Meeting a person every week who gives me a unique and useful perspective on what I share has been really impactful for me.

“

Mentoring has reminded me how important it is to feel self worth and create your own boundaries.



“

My mentor had faith in me when at times I had lost it and had no one to vent my anxieties, frustrations and struggles. One hour a week for all these months helped me build myself up gradually, one step at a time.



## Outreach & Programme Coordinator Officer

### About the role

**Position title:** Outreach & Programme Coordinator Officer

**Reports to:** Parent Services Programme Manager

**Hours:** 37.5 hours per week

**Pay:** £28,000

**Location:** London, Victoria and mobile across multiple boroughs

**Closing date:** 07/08/2024

### 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, 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.

In our programme of support for parents, we have two primary programmes, a '**Mentoring for Mothers**', for women with children aged 5+, which aims to improve well-being, confidence, connectedness and reduce loneliness. We also run **Women's Support Groups**, which are friendly, relaxed spaces for women to meet, socialise, share challenges, offer support to one another and find out about services that meet their needs.

## **Job Purpose**

In partnership with the local authority, Unfold is developing a new programme in the Royal Borough of Kensington & Chelsea in support of the families who have been made homeless or are at risk of homelessness who are accommodated in Bed & Breakfast and commercial hotels, within and outside of the borough. Collaborating with local family services and public health team, Unfold will offer:

- Outreach to families in hotels and B&Bs
- Women's Support Group
- Mentoring for five women

As an Outreach & Programme Coordinator Officer, you will be visiting the families and carrying out a screening to identify priority needs for appropriate signposting and connecting the families back to local services in Kensington & Chelsea. Part of the role will be to set up and run a weekly Women's Support Group aiming to support the families build connections and find about further services in Kensington & Chelsea or in their new areas. Mentoring is part of the support women will be able to access, and as the Outreach & Programme Coordinator Officer you will be identifying women who are ready to engage in mentoring and working with Unfold colleagues to match them with a mentor, supporting mentoring pairs in their time together.

At Unfold, we work with people with different needs, ages, and backgrounds, so the right person for this role needs to be a great communicator, enjoys connecting with people, has empathy and understands the challenges families face in temporary accommodation arrangements.

## **Role and Responsibilities**

### **Outreach**

- Create a plan for visiting on a regular basis all Bed & Breakfast and commercial Hotels in five main London boroughs that families have been placed.
- Act as a friendly face who families will trust, building recognition and local knowledge.
- Conduct an initial screening on location to summarise the families' – both parents and children presenting circumstances.
- Following project referral pathways, share findings of the screening with partner services in Kensington and Chelsea, ensuring that appropriate services are notified.
- Assist families to engage with family support services in Kensington & Chelsea.
- Assist families to access local services in the borough the hotel is located within if appropriate.
- Signpost to local wellbeing activities to meet needs identified by the family, taking into consideration their specific needs and interests.
- Update appropriate resources and signposting materials.
- Identify risks and escalate them in a timely manner to appropriate services.

## **Women's Support Group Facilitation & Coordination**

- With the support of the Programme Manager, set up and coordinate one weekly Women's Support Group, following Unfold's peer support model.
- Create a friendly, welcoming atmosphere so that members feel at ease and able to determine group activities.
- Conduct monitoring of the WSG, including new member registration and attendance.
- Coordinate resources and materials needed for the smooth running of the sessions and signposting.
- Plan groups to meet the needs of members, with lively and engaging sessions in response to needs of group members, coordinating visits from external partners in health, wellbeing, culture and arts.
- Be proactive in outreach and communications to the group, maximising participation and ensuring that everyone feels welcome.

## **Mentoring Support**

- Promote mentoring to women in hotels and B&Bs, so that they're aware of the benefits and feel they can take up the offer when they're ready.
- Identify and onboard participants who are ready for mentoring.
- Organise and run assessment and matching sessions for five women, periodically reviewing with mentors and mentees.
- Support mentors to connect mentees with services and activities that meet their needs, using knowledge of local services
- Ensure all participants are aware of and follow safeguarding measures in line with Unfold's policies.
- Provide ongoing support to volunteers to help them flourish as mentors responding to any questions and concerns.
- Support in the delivery of virtual and in-person mentor training and monthly supervision sessions.
- Make sure our monitoring systems are being used as intended providing support to mentors and mentees as needed.

## **Administrative Support**

- Manage cases with Beacon, our CRM system, making sure all the data is inputted correctly and is up-to-date.

## **Other Duties and Responsibilities**

- Join and update project meetings with council and NHS colleagues.
- 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. As the role evolves, the Senior Programme Officer may require undertaking other tasks assigned by the Programme Manager and 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.

Unfold is committed to equality, diversity and inclusion and welcomes applications from all sections of the community. This post however is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

## 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.

**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.

**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 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:** Wednesday, 07 August 2024

**Interviews:** If you are successful you will be invited for an interview with Maria Marki, Parent Services Programme Manager, Catherine Mahony, CEO and a Royal Borough of Kensington & Chelsea partner TBC.

**Start:** September 2024



	Essential	Desirable
Skills & Experience	<ul style="list-style-type: none"> <li>• Strong communication skills (verbal and written), with excellent written and spoken English.</li> <li>• An ability to communicate with people from a wide range of backgrounds.</li> <li>• Experience working with adults seeking support in the community.</li> <li>• Experience of working with families and children.</li> <li>• Experience of working or volunteering in a drop in setting.</li> <li>• Knowledge and experience about safeguarding the welfare of children and vulnerable adults, ideally in volunteering contexts.</li> <li>• Excellent IT skills including MS Office suite.</li> <li>• Excellent organisational skills – ability to manage multiple tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work with CRM systems and databases.</li> <li>• Has knowledge or lived experience in the borough of Kensington &amp; Chelsea.</li> <li>• Understanding of the welfare system.</li> <li>• Understanding of the housing rights &amp; entitlements of individuals.</li> <li>• Ability to speak another language, for example Pashtu, Dari, Urdu, Arabic, Farsi language skills.</li> <li>• Experience of building and sustaining effective partnerships and external networks</li> <li>• Track record of volunteer management</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Passionate about supporting families to improve outcomes for children, young people and parents.</li> <li>• Outstanding interpersonal skills</li> <li>• Empathy with people facing challenging situations.</li> <li>• A hands-on, highly motivated individual with great empathy.</li> <li>• Ability to work as part of a small team, listening to and valuing the contribution of all staff, service users and volunteers, whilst also working independently.</li> <li>• Willing and able to work the occasional evenings and weekends</li> </ul>	

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