



JOB DESCRIPTION

# Senior Settle Coach

## About Us

Settle is a charity that supports young adults as they leave the care system and move into their first home. Working in partnership with local authorities and accommodation providers across London, we provide intensive one-to-one support, helping young people to develop the practical life skills they need to sustain their tenancies, manage their finances and take care of their emotional wellbeing. Our preventative approach to homelessness helps care-experienced young people to build stable and successful foundations and thrive.

Since our foundation in 2015, we've supported over 800 young people across London. 99% of the young people who completed the Settle programme were still in their accommodation one year later – an amazing result given the challenges faced by care-experienced young people. We're proud to have won the Care Leavers category award at the 2023 Children and Young People Now Awards.

This is an extremely exciting time for Settle. This year, we've worked with more young people than ever before, launched our A Home of Our Own campaign led by young people and expanded our team. Today, we're in our tenth year as a charity, delivering sector-leading impact for young people at risk of homelessness, and with an ambitious strategy to double our reach by 2028. To do this, we'll need to grow our partnerships and build on our strong existing foundations.

Our commitment to staff wellbeing is absolute and is reflected in the range of benefits offered. These include 4 wellbeing days per year for staff to spend as they wish, an annual team away day and quarterly staff socials. We are equally passionate about equity, diversity and inclusion in the workplace. In the most recent staff survey, 100% of staff said they would recommend Settle as a good place to work and 95% said Settle is a welcoming and inclusive organisation. We are proud to be a Disability Confident employer and a member of the Care Leaver Covenant.

We look forward to receiving your application!

### OUR APPROACH:

GROW THE GOOD	YOUNG PEOPLE FIRST	INTENTION ISN'T ENOUGH
We focus on building young people's strengths rather than dwelling on their weaknesses. Asset-based approaches underlie all our services.	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.	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 are looking for a Senior Settle Coach to join us at this exciting stage in Settle's development. Over the next few years, we want to grow the number of young people we work with, including young people facing more complex situations. We want someone who can support young people with more complex needs and take ownership for developing knowledge and best practice in a specific area of our programme, delivering the best possible outcomes for young people.

We believe that lived experience would be particularly valuable to this role so applicants with experience of the care system are strongly encouraged to apply. Care-experienced applicants who meet the essential criteria will be guaranteed an interview (see How to Apply for more detail on what we mean by 'care-experienced').

As a Senior Coach you will be delivering high quality one-to-one support to a caseload of young people across London. You will support young people to recognise and capitalise on their strengths by taking a coaching approach. You will work with young people who have been identified as having higher support needs and be proactive in taking steps to manage risk across your caseload.

We are looking for a Senior Coach who can lead on demonstrating best practice across the coaching team and support the Programme Management Team to maintain an excellent standard of support. You will use your insight and experience to act as a mentor to new coaches and support coaching colleagues in their practice, and to look to actively improve our support offer in collaboration with other Senior Coaches and Programme Managers. We are looking for someone who is compassionate in their work with others and celebrates examples of good practice whilst highlighting where there are areas for improvement, approaching this in a collaborative way.

You will draw on your experience to build and strengthen relationships with external professionals and develop Settle's network across Greater London. You will build a knowledge base that can support the wider team when working with our partners, highlighting key contacts, relevant services, and opportunities for young people..

## KEY INFO

Reports to: Programme Manager

Hours: Full-time

Contract: Permanent

Salary: £34,000- £ 35,500 (dependant on experience). We review our pay scales every April in line with inflation and cost of living increases.

Location: Hybrid working between our office in London Bridge, delivering frontline work in communities across Greater London and working from home

Closing date: Sunday 28<sup>th</sup> June at 11:30pm

## RESPONSIBILITIES

### Supporting young people

You'll deliver [our programme](#) working one-to-one with care-experienced young people across London. You'll manage a caseload of young people, which will include young people who have been identified as having a higher level of need. This may look like young people experiencing or at risk of serious health and mental health issues, high levels of priority debt, experiencing domestic abuse or at risk of violence in their communities along with other factors or combinations of factors that increase risk of harm. Therefore, you will be confident in supporting a range of needs for the young people you support. You will take a strengths-based, coaching approach with your work with young people, meet them weekly and proactively manage engagement to ensure they get the most from our support.

### Safeguarding and risk management

You will be responsible for managing safeguarding and any risk management plans for the young people you are supporting. This includes raising concerns with the Programme Management team and working closely with our safeguarding leads to ensure that we are doing our best to keep young people and our teams safe. You'll record safeguarding and risk information promptly and accurately and, where necessary, escalate to and co-ordinate with other statutory and supporting services to ensure information is shared and followed up appropriately. All coaches are expected to set aside time for regular reflective practice to continue to build your practice in this area. As a Senior Coach, you will have a responsibility for role modelling best practice in this area and to share any development areas that you notice across the team.

## **Supporting Settle Coaches**

You'll act as an example of best practice to Settle Coaches, making yourself available to offer guidance on challenges they are facing, providing developmental feedback and shadowing opportunities. You'll proactively celebrating their successes and champion examples of best practice. You'll also support the Programme Management Team to deliver training in response to emerging needs within the team. With the support of your manager, you will act as a mentor for up to 1 coach at any given time.

## **Working with delivery partners**

You'll work closely with our delivery partners to ensure the young people you are supporting are getting the best support out there, whether that's liaising with social landlords or local debt advice charities, sourcing additional help or accessing other entitlements. At times you will need to advocate for young people with these types of services. You will support the Partnerships team by gathering reflections and case studies on yours and the team's frontline work. You will support your manager with developing knowledge related to the delivery partners that they oversee. This could include researching the local offer for those local authorities, and researching other community support in those areas.

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

You'll ensure your notes and our databases are up to date with accurate information in a timely manner. This information is crucial to identifying trends, improving our practice and demonstrating our impact to funders and partners. You will be curious about what our data holds, encouraging the team to utilise the data to help them understand more about the young people we are supporting as well as to reflect on our individual and collective practice. You will support the programme management team to identify any training needs across the coaching team and support to address these challenges.

## **Working collaboratively**

You'll work closely with Settle Coaches and the wider team to ensure you are learning from them and they are learning from your experiences. You'll collaborate with others within your team and cross-organisationally to support other areas of work and ensure a frontline perspective is present when needed. You will also encourage young person participation where appropriate, ensuring that we are centring young people's experiences in our work. You will contribute to an inclusive working environment for everyone. You will build good relationships with external professionals to work towards positive outcomes for the young people Settle supports.

## **Taking a lead and providing expertise**

You'll be ready and excited to take a lead on new projects and opportunities as they arise. You'll utilise and develop project management skills by leading on a project or piece of work. You will attend regular programme development meetings to identify areas of programme development

and take steps to improve the areas you are responsible for. You will regularly seek opportunities to feedback successes, challenges, and outcomes to the broader Settle team.

There will be a number of projects shared across the team of Senior Settle Coaches depending on areas of interest and capacity. Examples of those projects are:

- Internal expert on the main areas of our programme: tenancy, money and lifestyle
- Internal expert on the private rented sector
- Mental Health Project
- Settle's internal grant offer
- Supporting the team's development in group supervision and team meeting spaces.

## WHAT WE'RE LOOKING FOR

We are looking for a driven, experienced individual, with the relevant skills to provide high quality support to a caseload of young people and ensure we give the very best we can. We are interested in someone who has a good grounding in a related frontline service and experience of proactively managing a caseload, collecting high quality data and keeping accurate notes. You will have the ability to take initiative and be comfortable flexing your priorities to support young people alongside holding Settle's strategic goals.

You will be comfortable managing a level of heightened risk with the young people you are supporting, keeping timely and high-quality records, liaising with other professionals from a range of backgrounds, and providing support to colleagues to work towards positive outcomes for young people. You will have experience in managing safeguarding concerns well and thrive in the ups and downs of support-based work.

Overall, we are looking for a compassionate frontline worker, with an understanding of the value in coaching, and who has a level head at times of crisis. You are not afraid of shying away from difficult conversations and will challenge others appropriately to help them see a different perspective or viewpoint, always holding young people at the centre of your work.

- \* You have a strong track record of providing person-centred support to people who have experienced harm, helping them to achieve positive outcomes whilst identifying and managing risk.
- \* You work in a trauma-informed way, are passionate about coaching and the impact that this can have to create lasting change for individuals.
- \* You are passionate about and ready to get involved in learning and development for Settle Coaches, as well as the ongoing development of best practice within the programme team

- \* You are proactive, have a strong work ethic and are flexible to changing priorities
- \* You are highly organised, with strong time management skills and the ability to take ownership for pieces of work and balance changing priorities.
- \* You enjoy thinking strategically and want to showcase your analytical and decision-making skills across the organisation
- \* You're an excellent relationship builder and able to build strong relationships with young people, and key external and internal stakeholders
- \* You're impact driven, understand the power of data and stories and know how to use them to support our work
- \* You have a reflective approach to work, are open to feedback and keen to put learning into action and support team development
- \* You have excellent verbal and written communications skills
- \* You are dedicated to embedding equality, diversity and inclusion into all areas of your work

## EXPERIENCE NEEDED FOR THIS ROLE

You do not need to be a trained coach to do this role as we will provide the necessary training. However, you do need to be open to taking part in this training and a curiosity towards what you learn on the journey to becoming a trained coach.

ESSENTIAL	DESIRABLE
At least 2 years of experience support work, e.g., support work or youth work	Experience of co-production with service users
Experience managing a caseload/delivery of frontline work	An understanding of supporting young people through advocacy and coaching
Good knowledge of issues facing care-experienced people	Experience of offering housing/tenancy related support
Experience of working with external organisations to support young people	Experience leading on a project and/or delegating responsibility to others
Experience of managing complex safeguarding concerns where several concerns are present	Knowledge of coaching or motivational interviewing techniques
Experience of supporting colleagues with the development of their skills	Spoken and written Arabic, Kurdish, Pashto, Amharic or Tigrinya
	Lived experience of the care system

## WHAT WE REQUIRE

Settle follows all the principles of Safer Recruitment. As a precondition of employment, we'll need you to:

- Complete an enhanced Disclosure and Barring Service (DBS) check.
- Provide five years of satisfactory references. At least one of which should detail your suitability to work with young people and another to be from your most recent employer.

## 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 access to free therapy
- Work phone and laptop
- A supportive and inclusive culture with regular team social events

### A focus on personal development:

- 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 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

We are actively trying to increase the diversity of our workforce and we encourage applications from people from minoritised ethnic backgrounds. We are dedicated to being a workplace where everyone feels a sense of belonging and where diversity is celebrated. In our last staff survey, 95% said they feel a sense of belonging at Settle. [Please see our website](#) for more information on our approach to Equity, Diversity and Inclusion.

## HOW TO APPLY

Please answer the following questions in the form on our Careers webpage. (minimum 2000 and maximum 3000 characters per question)

1. What excites you about Settle and this role?
2. Reflecting in the job description and key competencies for the Senior Settle Coach role, please tell us about the skills and experiences you feel you would bring to this role. (Mainly focus on the essential criteria and, if appropriate, expand on the desirable criteria)
3. Describe, using examples, your values and approach to supporting at risk young people to achieve positive outcomes.

Because the hiring panel will not have access to your work history, 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. We recommend using the STAR approach to answer the application questions where appropriate.

We understand that many people now tend to use AI tools for completing job applications. While we are not against using AI as a tool to support you in structuring or editing your answers, we do want to read your own words and we need to be able to understand your thinking and approach to the role. For this reason, we will scan every application using an online AI checker. Any applications found to have above 20% AI content will not be considered for shortlisting.

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.

Please also complete the equality and diversity monitoring questions. 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 applications is Sunday 28<sup>th</sup> June 2026 at 11:30pm.

Care Experienced Guaranteed Interviews - Full details and eligibility

Settle is committed to increasing the representation of lived experience of the care system in our team. Therefore, care-experienced applicants who meet the essential criteria above will be guaranteed an interview.

Care-experienced 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, or 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. If this applies to you, please mention this in your application and we will follow up to request some evidence (such as a letter from a social worker or PA).