

Organisation: You Make It

Role title: Programmes and Pastoral Care Manager

Reporting to: Head of Operations and People

Location: [SHED](#) co-working space for 3 days a week or at venues in London for our core programme with women and option to work remotely 1 day a week

Salary: £30,400 for 4 days a week (£38,000 FTE) plus a 5.25% staff pension subject to employee contribution of 1.75%

Hours: Normal working hours are 9:30am-5:30pm

Holiday: 20 days per annum (FTE 25 days)

Contract: 9 months (6 months probation)

Staff benefits: Season travel ticket loans, weekly therapy budget, and wellness allowance (e.g. can be used on gym membership)



*We are especially keen to hear from applicants that reflect the diversity of the working class, Black and Asian women that YMI supports.

ORGANISATION OVERVIEW

We're an award-winning, progressive and caring organisation that has been running for 13 years, and which has brought life changing results for the 600 young women (aged 18-30) who've accessed our holistic empowerment programmes. We're recognised for our innovation in transforming the life chances of our participants who've got so much to offer, but who need some help to get there in life.

We run 4 month long holistic empowerment programmes for young unemployed and underemployed women primarily from Hackney and surrounding inner city boroughs where there are high levels of deprivation as well as Global majority communities. We deliver 3 back-to-back programmes a year (25 women each) that equip young women with the confidence, professional networks, experiences, skills and attitude needed to achieve financial independence and greater integration in our ever-exciting but also divided capital. Women who are recruited onto our programmes benefit from: 1-1 mentoring and therapy; Friday group learning including weekly seminars, workshops, debate clubs and guest talks; and preceding this during the week can access physical wellness activities including a running club, yoga and reduced waste cooking classes; short expenses paid work placements; and finally a huge graduation event celebrating their journeys.

Year after year we prove to have a real impact on our women. Our [YouTube](#) channel will give you a sense of what we do, all the amazing people and places we work with, and of the women we benefit.

Our values as an organisation are critical to everything we do and we seek to recruit those onto our staff team that can demonstrate that they share them. These are: equality, creativity, authenticity, empowerment, dynamism, integrity, and a strong work ethic.

ROLE OVERVIEW

Working closely in a small and dedicated team, this is a critical position that will ensure the recruitment, engagement and progression of women who take part in our empowerment programmes.

The primary purpose of this role is to ensure:

- Ensure 25 women are recruited onto every programme through effective outreach
- That women's programmes run smoothly and that their participants are motivated and supported to complete them through to graduation
- That those women who require 1-1 time with you are provided with this to ensure their safety and to make any referrals to external agencies where required
- Ensure any mentor or mentee issues are addressed eg be the first point of contact for these
- Work with the Partnerships Manager to ensure women are effectively matched.
- That evaluation data is collected and provided to evaluators/ researchers who edit final annual reports for programmes
- All data is kept accurate, appropriate and secure

KEY TASKS AND RESPONSIBILITIES

- Overall accountability for face-to-face and online outreach to ensure women are recruited onto programmes in a timely way.
- Being the key safeguarding lead at Friday workshops and ensuring that you make 1-1 time for any women who require it (alerting the Head of Operations and People and the CEO and wider team any issues or concerns that need addressing), and making external referrals for additional support is made where required.
- Liaising with the Programmes Coordinator on the timely production of workshop materials and any other course content useful for participants.
- Maintaining excellent relationships with workshop providers.
- Make matches between participants and therapists and ensuring their sessions are logged and are effective.
- Leading the monitoring evaluation process eg conducting evaluation surveys with women at the start and end of programmes, as well as post programme surveys 6 months after they graduate; liaising with our freelance researcher/ writer to identify and book in case study interviews with participants and mentors; ensuring all evaluation data inc value for money data, is provided to the evaluation freelancer who produces our final annual report.
- Provide any data required by the CEO for grant reports and funding applications.
- Signing off on mentor-mentee matches with the Partnerships Manager who recruits mentors; and being the first point of contact with mentors for any issues they may be experiencing across their mentor/ mentee journey.

- Working closely with the Partnerships Manager to ensure they are across which kinds of short expenses/ paid work placements with employers women want to access 2 months into the start of each programme.
- Line managing and coaching the Programme Coordinator

PERSON SPECIFICATION:

You will be someone who is naturally warm, a people person, compassionate and enabling, who also has fantastic project management and organisational skills.

You may come from a senior youth worker background or other frontline organisations working with vulnerable adults.

Essential:

- Substantial senior experience working with young, including vulnerable, adults
- Proven experience of collecting and collating monitoring and evaluating data to show social impact of projects
- Proven track record of project/ programme management experience to deliver successful learning/ educational events/ activities for young people
- Creative thinker with experience of conducting successful outreach for young people
- Experience of safeguarding with vulnerable individuals
- Exceptional people and relationship-building skills with those from a range of different backgrounds eg ranging from young women for our programmes to employers and other stakeholders who engage with our work and participants
- Excellent written and verbal communication
- Highly organised multi-tasker, with a personality that works calmly under pressure and with own initiative
- Proof of strategic programme leadership and line management ability.

Desirable:

- Trained as a First Aider

Please note we will conduct an enhanced DBS check on the successful candidate.

To apply please send a CV and a one-page cover letter demonstrating your previous experience and suitability linked to the person specification and job description to frances@you-make-it.org