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This post is fully funded by the  
European Social Fund

**ROLE PROFILE**

<b>POSITION</b>	Building Futures Navigator		G6
<b>TEAM</b>	Community Investment	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1.3	<b>LAST UPDATED</b>	March 2021

<b>PURPOSE OF ROLE</b>	<p>Support the Customer Access Theme Lead and Community Investment Manager in the delivery of Cornwall Council's 'Building Futures' (multi-agency, European Social Fund) Programme; providing support to eligible participants to improve their lives through the Programme to deliver employment, education and training results. Performance will be assessed in accordance with the programme outputs and results, which are to:</p> <ul style="list-style-type: none"> <li>• Support people with multiple and complex barriers to participation, to address the underlying issues and to move them closer to the labour market; and</li> <li>• Engage marginalised individuals, supporting them to re-engage with education, training, or employment.</li> </ul>
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**KEY ACCOUNTABILITIES**

1. To lead on the delivery of the Building Futures (BF) Programme to improve outcomes, reduce the risk of potential homelessness, and deliver specific targets as required by the funding body.
2. Support the Community Navigators and the Community Investment Manager in the promotion, planning, recruitment to and delivery of employment, education and training programmes to eligible participants, under '*inspiring futures*' and other opportunities.
3. Identify local volunteering opportunities and work with the Volunteer Manager to match candidates to roles/opportunities.
4. Promote the BF programme to a wide range of agencies across Cornwall and actively promote multi agency working to deliver positive outcomes and results in accordance with the programme targets.
5. Ensure any safeguarding concerns are acted upon promptly by making the required referrals and record and follow up where necessary.
6. Effectively manage a caseload, keeping clear, accurate and up to date records on agreed systems, ensuring compliance with Data Protection and information sharing protocols.
7. Support participants through the BF programme by adopting a 'doing with' approach, working alongside participants to empower them to reach their employability and training goals. Undertake a whole family/person assessment, where one does not already exist, to facilitate an outcome plan process, agreeing appropriate, achievable and realistic targets and outcomes.



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8. Empower participants and family members to take positive action and assertively and supportively challenge unhelpful behaviour, whilst ensuring professional boundaries are always maintained.
9. Support participants to meet agreed outcomes within required time scales, making referrals as appropriate.
10. Provide the responsible manager with accurate, timely progress reports on outputs and results, and complete any project administration, in accordance with the requirements of the programme.
11. Ensure that transfer and exit plans that are in place and agreed with the participant that have achieved the agreed outcomes
12. Ensure Coastline's website, My Coastline customer portal and any other relevant channels are used to communicate engagement opportunities, work / training programmes and relevant information.
13. Attend relevant internal and external meetings and events where required.

## GENERAL OBLIGATIONS

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

## REPORTING

- Reports to the Community Investment Manager

## CONTACTS

### Internal

- Board and Customer Experience Forum members
- Senior Management Team
- Executive Team
- All internal departments (general)
- Income Team and Welfare Reform colleagues (day to day)
- Community Navigators

### External

- Customers
- Voluntary and Community Groups and Agencies
- Community Network Managers



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- Statutory and Partnering Agencies
- Funding Body/Programme Co-ordinator for ESF Building Futures
- Regulatory Bodies and best practice organisation



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## PERSON SPECIFICATION

<b>POSITION</b>	Building Futures Navigator		G6
<b>TEAM</b>	Community Investment	<b>LOCATION</b>	Coastline House with agile working
<b>VERSION</b>	1.3	<b>LAST UPDATED</b>	March 2021

QUALITY	ESSENTIAL	DESIRABLE
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline’s values: <ul style="list-style-type: none"> <li>➢ Put our customers first</li> <li>➢ Be open, honest and accountable</li> <li>➢ Value each other</li> <li>➢ Strive to be the best</li> </ul> </li> <li>• Sincerity, patience, tact and the ability to earn the trust of others</li> <li>• High degree of empathy, understanding and integrity</li> <li>• Social perceptiveness – sensitivity to body language, social cues, and cultural patterns of behaviour; able to interpret thoughts and feelings of those unable to confidently communicate verbally.</li> <li>• Diplomatic, calm and objective</li> <li>• Commitment to collaborative working and operating as a valued member of the team</li> <li>• Effective time management skills and highly organised.</li> </ul>	
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of general education</li> <li>• GCSEs grade C equivalent or above.</li> <li>• Evidence of commitment to continual professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate or qualification in Housing, community development or similar.</li> <li>• Safeguarding Adults and Safeguarding Children Level 2 qualification or equivalent</li> </ul>



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## Experience, Knowledge and Understanding

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| <b>Experience,<br/>Knowledge and<br/>Understanding</b> | <ul style="list-style-type: none"><li>• Effective relationship building skills with the ability to build and sustain trust</li><li>• Experience of working within clear professional boundaries</li><li>• Proven experience in recognising and raising safeguarding matters through the MARU system</li><li>• Proven experience of partnership working with internal/external agencies</li><li>• Demonstrable understanding of the objectives of the programme</li><li>• Confident and assertive manner and the ability to act with tact and diplomacy.</li></ul> | <ul style="list-style-type: none"><li>• Knowledge or experience of working on ESF projects</li><li>• Experience of working in social housing</li><li>• Experience of meeting project outcomes and deadlines.</li></ul> |
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## Job Related skills

- Excellent use of data, from capturing and recording to monitoring and utilising for the planning and delivery of interventions.
- Excellent interpersonal, verbal and written communication skills
- Ability to use IT to a level commensurate with the post (for example: working knowledge of Microsoft Office - Word, Excel, Powerpoint and Outlook; ability to use mobile technology and internet resources).
- An understanding of health, social care and voluntary sector service provision, the challenges currently faced and the issues affecting local communities.
- Innovative – able to design and develop resources/solutions in collaboration with customers to build on the strengths and meet needs the community has identified.
- Networking – identifying and building strong, positive links with external agencies; committed to sharing best practice; forging cross team working links with internal colleagues.
- Understanding of the principles of confidentiality and how these apply when handling customer/participant information
- Ability to reflect upon and evaluate ways of working and to identify how services could be developed and improved
- Flexible working style; proactive and responsive – the ability to manage time/diary to enable pragmatic responses to customer need.
- Mobile, agile working – ability to adapt to different working environments, including hot-desking in partner agencies and working within community venues
- Experience of adopting a person-centred approach
- Experience of training and capacity building
- Experience of generating, monitoring and completing support plans or similar



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## Other

- Ability to attend evening and weekend events
- Access to a vehicle and a full drivers licence
- Basic DBS check