



Registered Charity Number: 1045429

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## **Job Pack**

### **Job Pack: Youth Outreach & Engagement Officer**

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

**The closing date for applications: Wednesday 17<sup>th</sup> January 2024 at 9am**

**Interview:** Week commencing 22<sup>nd</sup> January 2024 at Eastgate House, Eastgate Street, Gloucester, GL1 1PX

**Please return the following documents by the date stated above.**

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

**Completed applications should be emailed to: [hr@ticplus.org.uk](mailto:hr@ticplus.org.uk) or sent by post to:**

Office 73, 4th floor, Building 8  
Vantage Point Business Park  
Mitcheldean  
Gloucestershire  
GL17 0DD

## Guidance Notes

### Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

### Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

### Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

### Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past

employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared. Details of any criminal record should be submitted with your application form in a sealed envelope marked 'Confidential'.

The declaration section of the application form must be completed.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service;
- satisfactory references
- right to work check
- satisfactory health check

**We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email [hr@ticplus.org.uk](mailto:hr@ticplus.org.uk)**

Thank you for considering applying to TIC+

## About TIC+

TIC+ is a charity established in 1993, and now reaches thousands of children and young people every year as well as offering support & advice to parents & professionals. We are passionate about ensuring that every young person has easy, prompt, independent access to appropriate support according to their needs. We want young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

We offer:

- Counselling – online, remote (video & phone) and face-to-face for children and young people
- Anonymous online helpline for children and young people
- Counselling support for young people with eating difficulties
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a head office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county.

### **Our Mission, Ethos and Values:**

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."*

The Christian faith is not explicit in any of the services we provide. An outworking of our ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

## Our Values:



## Job Description

<b>Job Title:</b>	Youth Outreach & Engagement Officer
<b>Salary:</b>	<b>£24,813 pro rata (£12.72p/h)</b>
<b>Reports to:</b>	Service Development & Improvement Manager
<b>Post:</b>	This is a part-time 25 hours per week. Hours can be delivered flexibly Mon-Fri between 8am and 7pm. You will be expected to work some evenings and weekends as determined by the programme requirements.
<b>Place:</b>	The base for the post is Eastgate House, Eastgate Street, Gloucester, GL1 1PX. We also have our Head Offices in Mitcheldean GL170DD where you may be required to work from time to time. Much of the outreach work will be delivered outside of the TIC+ Offices, in external locations within the relevant districts
<b>Holidays:</b>	5.6 weeks inclusive of public/bank holidays. In addition to this entitlement we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays.
<b>Expenses:</b>	Legitimate business expenses incurred as part of carrying out your job will be reimbursed.
<b>Use of vehicle:</b>	The post requires you to hold a valid UK driving license. You are required to have the use of a vehicle to travel for work purposes. It is your responsibility to inform your insurance company that you use your car for work.
<b>Terms:</b>	This post is a fixed 12 month contract with a view to becoming permanent subject to funding. There will be a one month probationary period where the successful candidate's suitability for the role will be assessed. Employment is conditional upon the post holder providing a satisfactory Disclosure and Barring Certificate (coordinated by TIC+)

**Purpose**

The successful Youth Outreach & Engagement Officer will launch a targeted outreach programme to level up access to mental health support provision for boys and young men aged 9-25yrs in Gloucestershire. You will deliver a programme of activities across multiple districts in Gloucestershire including Barton & Tredworth, Kingsholm & Wotton, Moreland, Podsmead, Tuffley, Westgate and Cinderford.

You will aim to promote the benefits of early help and intervention as well as raise awareness of the support available from TIC+ and other local services. This will enable young men and boys and those around them to better identify the signs and symptoms of mental health challenges, seek appropriate help, and reduce the stigma and isolation that can result. You will also explore and challenge unhelpful, inaccurate and misleading stereotypes and co-create useful resources.

**Role and Responsibilities:**

- To undertake informal, awareness raising outreach visits across the locality areas and identify and engage with boys and young men we can reach
- Deliver workshops from safe and respected spaces
- Use a wide range of creative and innovative approaches to tackle the mental health challenges boys and young men face
- Promote positive role models/male parenting and address behavioural difficulties
- Work closely with Communications Assistant to design and produce social media/web content and promotional literature for sign off by the Head of Communications
- Involve young people in co-producing creative and innovative activities and resources to strengthen self-esteem, self-belief, personal development and skills
- Collate evaluation data to report on how the programme is making an impact
- Work alongside other Levelling Up Together projects to share learning and outcome data
- Assist with monitoring of budget spend
- Provide monthly reports and analysis of activity and risk levels.
- Adhere to internal policies and procedures including data protection, safeguarding and confidentiality

### **External Relationships**

The Outreach & Engagement Officer will be responsible, with the TIC+ team, for establishing and maintaining caring, professional, ethical and effective working relationships with young people and professionals from a wide range of organisations including the statutory and voluntary sector.

### **Internal Key Relationships**

Director of Clinical Services, Head of Clinical Services, Head of Fundraising & Communications, Service Development & Improvement Manager, Communications Assistant, Assistant Psychologists

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

This post has been made possible due to funding from the Levelling Up Together Fund 2023-24, awarded by Gloucestershire County Council and the Department of Levelling Up Housing and Communities (DLUHC).





## PERSON SPECIFICATION

All of the roles at TIC+ are key to achieving our mission. While we will shortlist the most qualified people for the role, we ask everyone to describe how they believe they can meet the job description. If you think you could do the role, but don't have all the experience required, we would still love to see an application from you.

	A=Application form I=Interview T=Test C=Certificate	Essential	Desirable	Method of assessment
<b>Qualifications and education</b>	Relevant qualification, accredited training or equivalent level of experience	x		A/C
<b>Knowledge and Experience</b>	Knowledge of the charity sector		x	A/I
	Knowledge of issues relating to children and young people's mental health	x		A/I
	Knowledge and understanding of safeguarding	x		A/I
	Working in areas with health inequalities		x	A/I
	Proven ability to plan and deliver a programme of activities	x		A/I
	Knowledge of other agencies in Gloucestershire and potential links to raise the profile of the programme		x	A
	Experience of outreach/community-based work		x	A
	Experience of delivering presentations, facilitating workshops or other information sessions to groups and/or to meet different learning requirements	x		T
	Experience of writing plans and reports		x	A
	Experience of recording information and individual case studies to show the viability of the programme activities to funders		x	A/I
	Experience of working with people from a diverse range of backgrounds		x	A
	Understanding of role of evaluation in achieving impact	x		A/I
	Good IT skills including Word, Excel and PowerPoint	x		A
<b>Personal Qualities</b>	Excellent communication and presenting skills, both verbal and written	x		A
	Relationship building skills	x		A
	Self-motivated, self-aware and resourceful	x		A
	Highly organised and able to manage time effectively	x		A
	Demonstrates resilience when responding to challenge or change through a solution-focused mindset	x		A
	Ability to work to and model TIC+ values	x		A/I
	Values led with a personal commitment to equality, diversity, social justice and change.	x		A/I

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