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Job Information Pack
Engagement Officer

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Engagement Officer

Reports to: Head of Engagement

Background

Developed as part of the wider delivery of holistic and meaningful support within the Thrive 16+ contract in Somerset, the Engagement Officer role is central to creating opportunities for curiosity, personal growth and enjoyment for residents at YMCA Dulverton Group. While the primary focus of the role is to engage and support customers within the Thrive 16+ contract, the post also plays a key role in delivering activities and opportunities alongside the wider housing community, fostering positive engagement and connection across services.

Purpose

At the heart of YMCA Dulverton Group's supported accommodation offer is a commitment to safeguarding and to ensuring that every child and young person can access opportunities to learn, enjoy themselves and develop the skills needed to achieve their full potential. The Engagement Officer plays a vital role in delivering this approach, helping to provide a safe, inclusive and well-rounded service for all customers within our accommodation.

The purpose of the Engagement Officer role is to motivate, inspire and support young people throughout their journey in supported accommodation by facilitating meaningful, enriching and enjoyable activities. By working collaboratively with customers, the Engagement Officer enables our customers to shape their own experiences, build confidence and independence, and actively participate in their communities. This includes co-designing and delivering a varied programme of activities that promote personal development, as well as empowering those that live with us to have a voice in decisions about their homes, the support they receive and how they engage with opportunities both within and beyond the service.

Corporate

- Uphold YMCA Dulverton Group's values, safeguarding standards, and quality expectations.
- Contribute to organisational learning by sharing insights and recommendations.
- Represent YMCA DG professionally in partnership and multi-agency settings and strengthen relationships with external partners.

Operations

- Lead and promote the Housing Customer Steering Group to enable resident influence and engagement.
- Improve access to employment, education and training, including leading Inspired Industry Days and apprentice buddying schemes.
- Plan and deliver a coordinated programme of internal and external activities aligned to customer interests.
- Collect, review and act on customer feedback, including evaluations and exit interviews.
- Quality-assure the move-in process to ensure a safe, welcoming transition.
- Build positive relationships with customers to support development, goals and transitions.
- Ensure consistent assessment, risk management and documentation standards across the team.
- Support staff and contract management for tenancy training or site cover as needed.

General

- Monitor caseloads, ensure consistent practice across sites, and uphold safe, person-centred and evidence-based delivery.
- Support Housing Team Leaders, Managers, Deputy, and Head(s) of Service by providing relevant information and data to be used in contract reporting and other improvements to service.
- Facilitate clear communication between housing teams, social enterprise, and other relevant departments, where required.

This Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.

Person Specification

KEY A = Application

I = Interview

Criteria	Essential	Desirable	Assessed by
Education / Qualifications			
Strong standard of literacy and numeracy.	X		A
A qualification in Teaching, Youth Work, Housing, Social Science or related area		X	A
Experience			
Experience working with young people, vulnerable communities or within a supported accommodation setting	X		A
Experience of developing and implementing a range of activities for young people and/or vulnerable communities	X		A
Experience working in partnership with other professionals and/or organisations	X		A
High-level ability and experience of producing risk assessments	X		A/I
Knowledge, Skills & Abilities			
Excellent listening, communication and interpersonal skills	X		I
Proficient in IT skills including Microsoft Programs	X		A
Ability to remain calm, professional, patient and supportive in challenging situations	X		I
Able to show tolerance, understanding and empathy	X		I
Ability to work on own initiative	X		I
Ability to maintain accurate records and effective administration	X		I
Personal Qualities			
Commitment to YMCA Dulverton Group's Values	X		I
Open to receiving feedback, able to reflect on own practice, and keen to learn.	X		I
Commitment to training and ongoing professional development	X		I
Commitment to safeguarding, health and safety, and adherence to organisational standards	X		I
Collaborative, supportive, self-motivated, and resilient approach to work	X		I
Willingness and ability to work flexibly, including evenings, weekends, and outside normal office hours, in response to organisational needs	X		I
Full UK driving licence, access to own vehicle, and appropriate business insurance.	X		A/I
Category D1 entitlement on driving licence.		X	A

Other requirements

- Commitment to safeguarding children and adults at risk.
- Enhanced DBS check required.
- Appointment subject to suitable references.

Main terms of employment

- Salary:** £25,947.59 per annum.
- Location:** Your base of operations will be either Taunton or Bridgwater; however, the role will involve delivering services across all YMCA Dulverton Group sites, as well as working within the wider community as required.
- Hours:** 37.5 hours per week.
- Flexible working:** We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
- Holidays:** 5.6 weeks per year, plus bank holidays.
- Pension:** On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
- Benefits:** Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year.