

## Just the Job: Support Pack

---

Contents:	1
Introduction:	2
Who are we helping and why?	2
Why are work placements important?	2
What makes a great placement?	3
How to get your business involved	5
Role Descriptions:	
Co-ordinator	6
Buddy	9
Hints and tips for working with our young people	12
Frequently asked questions	14
Confirmation letter template	16
Appendices	19
Team	19
Get into	20

## **Just the Job with The Prince's Trust: Introduction**

There are more than one million young people in the UK not in education, employment or training. The Prince's Trust helps change young lives by focusing its efforts on those people who need it most: 14 to 30-year-olds who have struggled at school, have been in care, are long-term unemployed or have been in trouble with the law. The Trust gives practical and financial support, developing key workplace skills such as confidence and motivation.

### **Why work placements are important:**

Work experience provides an opportunity for young people to experience working life and become better prepared for the job market. It enables them to:

- ➔ Learn and use a range of transferable skills, personal qualities and competencies which will contribute towards their employability
- ➔ Work alongside adults as part of a team
- ➔ Become more confident in their abilities
- ➔ Relate their experience and skills to the workplace
- ➔ Make more informed decisions about their future

Without this vital work experience young people on Prince's Trust programmes will find it even more difficult to secure paid employment.

### **Which Prince's Trust programme young people is Just the Job available to?**

- Team: a 12-week personal development course, offering work experience, qualifications, practical skills, community projects and a residential week. (see Appendix 1 for further information)
- Get into: a short course offering intensive training and experience in a specific sector to help young people get a job. (see Appendix 2 for further information).

## **What makes a great work placement?**

The young people on the Team or Get into programmes may have low self esteem, few qualifications, a history of no or low employment, but they also have the drive to get a job.

By providing them with an opportunity to gain a reference and some basic work experience, you are helping them take a real step forwards. For some this might be the first time they have ever been in a working environment.

It is very important for you to speak with the young person prior to the placement, to ascertain what they would like to gain from it. It might be that you were not their ideal or first choice of placement! Please do not be offended – they can still gain a wide range of transferable skills with your help.

The Trust does not have a checklist of skills or tasks that must be accomplished on the placement; we are not like school, and young people on our programmes are not normal interns. They are young adults who need help.

Our young people may have clear ideas about the skills they would like to develop. However, if they don't, we would recommend you try to make tasks practical, short and specific. Detailed work or the type of training you would normally give an intern may not be appropriate when someone just wants to learn how to use email or the photocopier.

Above all, it is important that the young person has a positive and encouraging experience in the world of work. It may be challenging (for both you and them!), but ultimately you are helping them into long-term employment.

## **Some ideas for tasks**

### **Warehouse-based**

- Checking inventories
- Checking orders before shipping
- Boxing items
- Taking orders from customers
- Shadowing different people to understand process

### **Office-based**

- Checking and sorting the daily post
- Data input
- Photocopying and main office duties
- General admin, including filing, scanning, labelling, faxing
- Answering the phone and taking messages
- Greeting clients
- Sorting emails
- Online research

- Updating intranet or website
- Working on spreadsheets
- Shadowing someone for a day

### **Restaurant-based**

- Serving customers
- Deliver food and clear tables
- Clean and polish china and glass-ware
- Report any complaints or comments to floor manager or section waiter
- Stock taking.

## How to get your business involved

### 1. Fill in the 5 Point Check at

[www.princes-trust.org.uk/justthejob](http://www.princes-trust.org.uk/justthejob)

We need to ensure that your business is appropriate for our young people and vice versa.



### 2. Get your employees involved – Recruit Co-ordinators and Buddies

We need the help of your employees to make this really successful: Co-ordinators will be the first person our young people speak to, it is their role to ensure the paperwork is completed and to place the young person with a Buddy. A Buddy looks after the young person for the duration of the placement.



### 3. Complete your online profile and confirmation letter

Every company has a profile in the Directory which will be seen by young people. This tells them the kind of work they'll be doing and a little bit about your place of work. Your Trust Account Manager will give you a confirmation letter to be signed on behalf of your company.



### 4. Wait for a call

The programme leader or young people will call the Co-ordinator to see if there are any placements available. Remember – this is only a Directory and you may not hear from the programme leader/ young people every time Team/Get Into runs near you.



### 5. Meet our Programme Leader

The Programme Leader will need to visit your work place to do a very quick Health & Safety assessment (required by law). You can also talk to the Team Leader about the young person who will be coming and any particular needs they may have.



### 6. Confirm details with young person

The assigned Buddy should call the young person in advance to establish the time they should arrive on their first day, and details such as dress code and how to get to the workplace.



### 7. Begin placement

Welcome the young person into your business! The Programme Leader will be on hand for the duration of the placement should you need anything.

## **Just the Job Co-ordinators: Job Description**

### **The Role**

As a Just the Job Co-ordinator you will:

- Be the first point of contact for young people wanting to secure a placement
- Recruit Buddies for young people and raise awareness of the scheme internally
- Provide The Prince's Trust with an outline of the positions available
- Report back on how things are going

### **How will you benefit**

- Improve your communication, influencing and organisational skills
- Work directly with Trust-supported young people helping to improve their future prospects
- Increase your profile within your company by working with new people across different Teams/departments

### **Key tasks and responsibilities**

- Be the first point of contact for young people looking for a placement
- Recruit and brief Just the Job Buddies
- Match the young people to the relevant Buddy
- Read and sign Confirmation letter
- Collate feedback from Buddies about Just the Job
- Fill out feedback questionnaire from your Prince's Trust Account Manager once placement has taken place

### **Person Specification**

- Committed to the aims and values of The Prince's Trust: Approachable, Enabling, Passionate, Committed and Inspiring
- Empathetic and understanding of the difficulties/issues a young person might be facing
- Communicative and possesses good interpersonal skills
- Energetic, supportive and encouraging
- Capable of influencing at all levels
- Reliable and organised
- Positive role model at work
- Motivated to make the project a success

### **Training**

**Whilst there is no formal training you should read the Just the Job support pack and speak to your Prince's Trust Account Manager.**

If you need further support during or after the placement please contact [getinvolved@princes-trust.org.uk](mailto:getinvolved@princes-trust.org.uk) or call 020 7543 7303.

## Just the Job Co-ordinators: Check List

### Getting started

- Ensure your line manager/other relevant parties are happy to support this activity. Be aware that other departments or colleagues may be involved in delivery. You need to brief them as to the needs, expectations and abilities of the young people.
- Ideally you should visit a Team or Get into programme so that you have a full understanding of the type of young people who may come to work in your office. Your Prince's Trust Account Manager will work with you to co-ordinate this.
- Confirm with your Prince's Trust Account Manager that you would like to go ahead.
- Complete the company profile online.
- Return the confirmation letter to your Prince's Trust Account Manager.
- Recruit Buddies and ensure they understand the young people we work with. Remember Buddies may never have had contact with The Prince's Trust before. You may need more than one Buddy per department/location to allow for annual leave, sickness and differing shift patterns.
- If several young people apply for one placement you will need to follow an application process. Please give constructive feedback to those who do not get the placement so they can take away some learning from the experience.

### Before the Placement

When a young person contacts you, you will need to:

- Ask for their Programme Leader's contact details.
- Refer them to the appropriate Buddy.
- Ensure each Buddy has the relevant Programme Leader contact details.
- Ensure the young person is covered by your employers' liability insurance and health and safety policy.
- Check with your Human Resources department that you have completed all the necessary paperwork for the placement.

### During the placement

If there are any issues that cannot be resolved between the Buddy, the Programme Leader and the young person, please email your Account Manager and we will escalate the issue.

### After the placement

- Remind the Buddy to supply you with feedback.
- Fill out feedback questionnaire from your Prince's Trust Account Manager once placement has taken place.

## **Just the Job Buddy: Job Description**

### **The Role**

As a Just the Job Buddy you will:

- Be the day-to-day contact for the young person
- Need to contact them before the placement and greet them on the first day
- Answer any questions they may have throughout the placement
- Give the young person feedback and a short reference at the end
- Feed back to your Just the Job Co-ordinator on how things went

### **How will you benefit**

- Develop your communication and interpersonal skills such as motivation, adaptability, coaching and mentoring
- Work directly with Trust-supported young people helping to improve their future
- Increase your profile within the company

### **Key tasks and responsibilities**

- Contact the young person prior to the placement on times, dress code etc.
- Find out what the young person would like to learn during the placement and endeavour to provide them with relevant opportunities
- Be the main day-to-day contact and support for the young person - introducing them and helping them to settle in
- Help with the simple things such as showing them where the toilets and kitchen are and where they can get lunch
- Act as a guide in their work and practical tasks. Be a friendly face and put them at ease
- Manage and encourage the young person throughout the placement identifying and recording areas of skills development
- Provide constructive feedback to the Just the Job Co-ordinator after the placement

### **Person Specification**

- Committed to the aims and values of The Prince's Trust: Approachable, Enabling, Passionate, Committed and Inspiring
- Empathetic and understanding of the difficulties/issues a young person might be facing
- Communicative and possesses good interpersonal skills
- Energetic, supportive and encouraging
- Reliable and organised
- Positive role model at work
- Patient with a positive attitude
- Willing to take on a challenge and to make the project a success

### **Training**

Whilst there is no formal training you will need to read the Just the Job Support Pack. During the placement the Programme Leaders will be on hand to offer support where needed.

## Just the Job Buddy: Check List

### Before the work placement:

- Speak to your line manager/other relevant parties to check they are happy to support this activity. Be aware that other departments or colleagues may be involved in delivery. You will need to brief them on the needs, expectations and abilities of the young person.
- Contact the Programme Leader to get a briefing of the young person (the Co-ordinator will have their details). The Programme Leader will know the young people very well and will highlight any particular skills they would like to develop.
- Meet with the Programme Leader where the work placement will take place, so they can carry out a very quick Health & Safety check and discuss any particular issues the young person has with you.
- Meet with/speak to the young person prior to the placement and discuss their areas of interest.
- Ensure they are aware of the dress code, know exactly where and when they should meet you on the first day, and that they have the office telephone number.
- If possible, arrange expenses to cover travel and lunch costs.
- Create a potential work schedule, ensuring that tasks are varied, achievable and in line with the young person's interests and identified areas of development. If possible include a site visit or for them to attend an external meeting.
- If you need to, organise a swipe card/special pass, computer access and a login name.
- NB** The young person may not work for one day per week, depending on their benefits' situation. Please check with the individual.

### During the placement:

- Day One: An induction is essential. Please show them around the workplace, and make sure they know where the toilets, canteen, kitchen and fire exits are. Introduce them to the relevant people and answer any queries they may have.
- The young person may have identified new areas of interest. Be flexible with the work schedule you have created amending where necessary to incorporate these and suit their abilities. A work placement is all about

learning and it may be that you can introduce them to people in other departments that can help them further.

- The Programme Leader will endeavour to visit the young person during the placement.
- Identify and record any areas developed during the placement. (For young people on the Team programme, all feedback will be used in their assessment which goes towards an accreditation).
- If there are any issues around attendance or behaviour, please discuss these with the Programme Leader. If the issue cannot be resolved please discuss with your Co-ordinator, who will escalate it if necessary.

#### **At the end of the placement**

- Hold an exit interview with the young person.
- Give the young person a reference; they may provide a form for you to do this.
- Please feedback any comments you have any about the placement, materials and/or process to your Just the Job Co-ordinator.
- Encourage the young person to apply for any vacancies which may exist within your company and follow up with them afterwards with a call to find out how they got on.
- At the end of each Team and Get into programme the young people give a presentation to friends and families about the experience. If you would like to attend the presentation please contact the Programme Leader.

## Hints and tips for working with our young people

Many of the young people The Prince's Trust helps will fall into more than one of our target groups (long-term unemployed, educational underachiever, ex-offender or care leaver), which can have implications in a work place environment.

The individuals you will come across may have different needs and learning abilities to those you are used to. You may encounter low levels of numeracy and literacy or challenging behaviour.

Many of the young people The Prince's Trust helps have never been in a structured working environment and could struggle with timekeeping or concentrating on one task for long periods of time.

Please be aware that on previous Prince's Trust work placement schemes an average of 70-80% of the young people taking part complete the two-week placement.

### **Some useful advice to bear in mind during a placement:**

- Don't underestimate how nervous the young people may be – some will have never worked, others may not have worked for some time. Be friendly and welcoming and try to deal with any anxieties they may have early on such as lack of confidence, shyness, and not knowing what to do or where to go.
- You will need to be sensitive to possible needs/concerns such as lone parents may be worried about leaving their children for the first time, others might be concerned about a loss or reduction in benefits if they return to work.
- The learning styles of young people will vary, but often the young people on our programmes are best suited to getting involved in practical activities.
- You will need to be flexible when allocating roles and tasks – some young people will be able to cope with challenging tasks, others may not.
- Please remember that these are young people you are dealing with - not fellow staff. As such they may need more time to come up with answers, etc. They may also need more encouragement.
- Be careful about giving written information. Avoid small print, complicated wording or jargon for people.
- Don't take responsibility for the young person outside of work. Maintain professional boundaries by being friendly, welcoming and sensitive but do not get involved in personal issues.
- Don't offer any salary – Job Centre Plus does not allow anyone claiming benefits to do paid work.

- Please be aware that some of the young people may not be very good at time keeping. If this is the case please, explain the importance of arriving on time for a job and the implications consistently being late would have if this was a paid position. If this continues to be a problem please contact the Programme Leader.
- Don't let your role as a Co-ordinator or Buddy jeopardise your own work. You are a guide and someone to turn to when needed - you do not need to be with them all day. Finding tasks for a young person for the entire placement can be difficult. If you do find that you run out of things for them to do don't be afraid to let them leave early on occasion.
- You are not alone! Normally the Programme Leader will ask to speak with the Buddy before the placement. This meeting is invaluable and will help give Buddies a really clear understanding of the young person's development needs. Programme Leaders will also endeavour to visit during the placement and are always available on the phone.

## **Frequently asked questions**

### **Before we offer a placement could I talk to some one from another company who has done it before?**

Yes. Please contact your Prince's Trust Account Manager who will be able to put you in touch with the appropriate person.

### **Does it matter if I can't recruit any Buddies?**

We would recommend that every young person has a designated Buddy. Many of our young people will not have been into a work place before and may find it daunting. Having one person they can go to with questions and concerns can be the make or break of a successful placement.

### **Can I offer work experience to more than one young person?**

Yes as long as you have the capacity to manage them properly and have enough work for them to do.

### **What do I do if the young person doesn't turn up?**

Please contact their Programme Leader.

### **What do I do if the young person behaves in an inappropriate manner?**

If you feel that the young person is not behaving in a way that is acceptable at your place of work please talk to them about it. Explain what they are doing that is inappropriate and why. Many of our young people may not be aware of how they are expected to behave in a workplace environment and will adapt when asked. If you continue to have problems with them please contact the Programme Leader.

### **How do I give feedback on the young person or the Just the Job scheme?**

The young person or their Programme Leader will give you a feedback form which you will need to fill in and return to them at the end of the placement. We would also ask that you do an exit interview with the young person and the Programme Leader.

Please give any feedback about the Just the Job scheme to your Co-ordinator or Prince's Trust Account Manager at The Prince's Trust.

### **What do we do if we would like to employ the young person after the placement?**

Please make the young person aware of any jobs that are available and encourage them to apply.

### **Who do I contact if I have any further questions about Just the Job?**

Any questions regarding young people who are with you on a placement should be directed to the Programme Leader whose contact details you can get from your Just the Job Co-ordinator.

If you have any other questions about the Just the Job scheme please get in touch with your Prince's Trust Account Manager or [getinvolved@princes-trust.org.uk](mailto:getinvolved@princes-trust.org.uk) **020 7543 7303**.

## Confirmation letter template

[Work Placement Provider Address]

[Date]

Dear [Name of Work Placement Provider]

Thank you for agreeing to provide work placements for young people on Prince's Trust programmes. This placement forms a key part of their development and support to get them ready to enter employment.

### Background Information

The Prince's Trust enables young people to get their lives working, developing confidence and skills to get into work. It particularly targets those who are unemployed, under-skilled, within or leaving the criminal justice system or leaving care. Our programmes aim to give young people the necessary skills and experience to enter the jobs market.

### Benefits of Work Placements

For the young person the benefits are:

- Developing workplace skills, both specific and general.
- Helping them make informed decisions about areas of work that might suit them.
- Gaining current experience to add to their CV and a reference.

We hope your organisation will also benefit from:

- ➔ The opportunity to assist the local community, thereby demonstrating social responsibility.
- ➔ Offering a development opportunity to current employees as 'buddies'.
- ➔ Accessing a potential new recruit.
- ➔ The opportunity for PR successes that will make local 'good news stories'.
- ➔ An extra pair of hands.

In order to formally register [name of work placement provider]'s work placement offer, please could you confirm by signature the following;

- ➔ You have received and read the Just the Job support pack.

You understand that:

- ➔ The Prince's Trust focuses its efforts on the most disadvantaged young people from the following target groups: those who are unemployed, under-skilled, within or leaving the criminal justice system or leaving care. These young people may come from difficult backgrounds, have low levels of numeracy and literacy and may not be accustomed to a work environment. Offering a work placement to a young person can be enormously rewarding but also challenging. Placement-providers are encouraged to ensure that they have adequate support in place to ensure the placement is a success.
- ➔ The Prince's Trust programmes are sometimes delivered by third party organisations (Delivery Partners) e.g. colleges or training providers. In such cases, your contact throughout the placement will be with the Programme Leader, who is employed by the Delivery Partner.

- ➔ It is essential that the young person on the work placement is covered by your company's Employers' Liability Insurance and Health and Safety Policy.
  
- ➔ All Personal Data in relation to the work placement and Just The Job Directory insertion will be managed by The Prince's Trust and your organisation in accordance with the Data Protection Act 1998.

Thank you once again for kindly offering work experience to young people on Prince's Trust programmes. If you have any queries regarding the above, please don't hesitate to contact me.

Please sign and return to:

[Account Manager]  
18 Park Square East  
London  
SW2 4RA

Kind Regards,

.....

[Account Manager]

Signed \_\_\_\_\_

On behalf of The Prince's Trust

Date:

Signed \_\_\_\_\_

On behalf of xxxxxxxx (full legal name of company)

Date:

## Appendices:

1.

### **Team programme**

#### **What is it?**

A 12 week team-based programme of personal development.

#### **How does it help?**

Through building their confidence and motivation, Team members are encouraged to think about their futures; this includes preparing a post-programme development plan. During the 12 weeks they:

- Uncover hidden talents
- Assume some responsibility for tasks
- Develop team-working and communication skills
- Gain awareness of their local community and how they can contribute to it, and
- Gain nationally recognised qualifications

More than 70% of unemployed participants go on to jobs, training or education with three months of completing.

#### **How does it work?**

Young people join a team of up to 15 participants. A team typically comprises around 12 unemployed people and one or two employed people sponsored by their employers.

During the 12 week programme, Team members:

- Spend a week away at a residential activity centre
- Undertake a project based in their local community
- Complete a work placement
- Participate in a team challenge, involving caring for others
- Stage a team presentation, during which they recount their experiences

#### **Who is eligible?**

Young people aged 16 – 25:

- and especially if they are part of The Trust's other target groups, which are: people leaving care, young offenders, educational underachievers and the long term unemployed

#### **Key facts:**

- Almost 125,000 people have taken part since the programme was launched in 1990
- The programme is available at over 300 locations in England, Scotland, Wales and Northern Ireland

#### **Delivery of the Team programme**

The Prince's Trust provides the training, resources and learning materials for the Team Programme. However, it is our local partner organisations, such as colleges, fire services and local voluntary sector training providers, (i.e. not The Prince's Trust) who run and manage the programmes.

2.

## **Get into programme**

### **What is it?**

A sector specific employability programme developed with employers for 'work-ready' young people.

### **How does it help?**

Young people receive:

- Targeted skills training and experience in their chosen sector
- Training and support in searching and applying for jobs
- Nationally recognised qualifications in some sectors
- Training to help boost teamwork, reliability, hard work and communication skills

### **How does it work?**

Get into aims to give young people who are work-ready but do not have vocational skills or qualifications, the opportunity to develop the relevant vocational skills and/or experience to enable them to move into a sustainable job in a specific sector. The programme is delivered in sectors as diverse as construction, retail logistics, social care and mechanics.

The programme is 2-6 weeks long and comprises of:

- Taster Day
- Employability skills training; vocational skills training in a particular sector
- Qualification or certificate if relevant to the sector
- Work experience (if relevant to the sector)
- 6 months follow up support

### **Who is eligible?**

UK residents aged 16 – 25 who are:

- Unemployed with priority given to those who are also in other Prince's Trust target groups
- Work-ready
- Available to work the hours generally required in their chosen sector
- Would not be able to get a job in the sector without the help of the programme

### **Key facts:**

Recent evaluations of the programme found that:

- 75% of Get into graduates are now in education, employment, training or volunteering, with 51% of these in employment
- Since the programme was first piloted in 2004, more than 4,500 young people have been on the Get into programme

### **Delivery of the Get into programme:**

The Prince's Trust jointly delivers the Get into programme with partner organisations, often employers, who deliver the vocational training and accreditation elements of the programme. The Prince's Trust provides training to partner organisations and will recruit and support young people onto the programme and offer six months follow up support after the programme finishes to help them move into sustainable employment.