



JOB DESCRIPTION

Settle Coach

About Us

Settle is a charity that supports young adults as they leave the care system and move into their first home. Working in partnership with local authorities and accommodation providers across London, we provide intensive one-to-one support, helping young people to develop the practical life skills they need to sustain their tenancies, manage their finances and take care of their emotional wellbeing. Our preventative approach to homelessness helps care-experienced young people to build stable and successful foundations and thrive.

Since our foundation in 2015, we've supported over 800 young people across London. 99% of the young people who completed the Settle programme were still in their accommodation one year later – an amazing result given the challenges faced by care-experienced young people. We're proud to have won the Care Leavers category award at the 2023 Children and Young People Now Awards. This is an extremely exciting time for Settle. This year, we've worked with more young people than ever before, launched our A Home of Our Own campaign led by young people and expanded our team. Today, we're in our eleventh year as a charity, delivering sector-leading impact for young people at risk of homelessness, and with an ambitious strategy to double our reach by 2028.

Our commitment to staff wellbeing is absolute and is reflected in the range of benefits offered. These include 4 wellbeing days per year for staff to spend as they wish, an annual team away day and quarterly staff socials. In our most recent staff survey, 95% agreed that Settle are invested in their wellbeing. We are equally passionate about equity, diversity, inclusion and belonging in the workplace. [Please see our website for more information about our approach to EDI.](#) We are proud to be a Disability Confident employer and a member of the Care Leaver Covenant.

OUR APPROACH:

GROW THE GOOD

We focus on building young people's strengths rather than dwelling on their weaknesses. Asset-based approaches underlie all our services.

YOUNG PEOPLE FIRST

We ensure the needs of the young people we support with are prioritised above all else, and we work to overcome barriers in the system.

INTENTION ISN'T ENOUGH

We go the extra mile to ensure we deliver the impact our programmes seek. We are dedicated to improving outcomes for young people.

Job Description

ABOUT THE ROLE

We're on the hunt for two Settle Coaches to join us at this exciting stage in Settle's development. Over the next few years, we hope to grow the number of young people we are working with and develop new services to support young people with a range of support needs. We will continue to deepen our practice and share our learning more widely.



Settle Coaches work with young people all over London, our current delivery areas are Hackney, Camden, Barnet, Hammersmith & Fulham, Hounslow, Richmond, Kingston, Brent, Lambeth and Croydon. We sometimes work with young people outside of these areas and are always looking to grow our delivery areas.

We believe that lived experience would be particularly valuable to this role so applicants with experience of the care system are strongly encouraged to apply. Care-experienced applicants who meet the essential criteria will be guaranteed an interview (see How to Apply for more detail on what we mean by 'care-experienced').

As our Settle Coach you will be working on the frontline, delivering high quality one-to-one support to a caseload of young people across London. You will support young people to recognise and capitalise on their strengths by taking a coaching approach. We are looking for someone who is compassionate in their work with others, celebrates examples of good practice and collaboratively works on areas for improvement. You will strengthen relationships with external professionals and develop Settle's network across the boroughs where young people live. You will build a knowledge base of key contacts, relevant services, and opportunities for young people. You will take initiative to identify where there is a need to build relationships with external organisations and collaborate with others to work towards better outcomes for all of the young people Settle support. You will use this understanding to support Programme Managers to influence practice in other organisations.

KEY INFO

Reports to: Programme Manager

Salary: £31,000 £32,000(dependent on experience)

Hours: Full-time

Contract: Permanent

Location: Hybrid working between our office in London Bridge, delivering frontline work in communities across London and working from home

Closing date: Tuesday 3rd November at 11:30pm

RESPONSIBILITIES

Supporting young people

You'll deliver [our programme](#) and work one-to-one with care-experienced young people across London. You'll manage a caseload of young people. You will take a strengths-based approach with your work with young people, helping them to reflect on their strengths and how they can use these to build their skills for independence and achieve their personal goals. You will centre the coaching approach within your practice to result in lasting change for the young people you support. You'll ensure you are meeting with the young people you support once a week, being proactive when you notice engagement dipping to understand what is causing this and explore steps to increase engagement again with the young person.

Working with delivery partners

You'll be working closely with our delivery partners to ensure young people are getting the best support out there, whether that's liaising with social landlords or debt advice charities, sourcing additional help or accessing other entitlements. At times you will need to advocate for young people with these types of services. You will support the Partnerships team by gathering reflections on yours and the team's frontline work, and lead on identifying appropriate case studies of successes and challenges. You will support your manager with developing knowledge related to the delivery partners that they oversee. This could include researching the local offer for those local authorities, understanding the wider community offer and researching any emerging trends of support in those geographical areas.

Collecting crucial impact data and evidencing impact

You'll be meticulous in collecting and reporting high quality data, understanding that this information is crucial to identifying trends, improving our practice and demonstrating our impact to funders and partners. You'll ensure your notes and our databases are up to date with accurate information in a timely manner. You will be curious about what our data holds, encouraging the team to utilise the data to help them understand more about the young people we are supporting as well as to reflect on our individual and collective practice.

Working collaboratively

You'll work closely with other Settle Coaches and the wider team to ensure you are learning from them, and they are learning from your experiences. You'll collaborate with others within your team and cross-organisationally to support other areas of work and ensure a frontline perspective is present when needed. You will also encourage young person participation where appropriate so that we are centring young people's experiences in our work. You will contribute to an inclusive working environment for everyone. You will build good relationships with external professionals to work towards positive outcomes for the young people Settle supports.

Taking a lead and providing expertise

We are a small but growing team and you'll be ready and excited to take a lead on new projects and opportunities as they arise. You will regularly seek opportunities to feedback successes, challenges, and outcomes to the broader Settle team.

WHAT WE'RE LOOKING FOR

We are looking for a driven, experienced individual, with the relevant skills to provide high quality support to a caseload of young people to ensure we give the very best we can. We are interested in someone who is passionate about developing their frontline skills and supporting care experienced young people to achieve their goals.

You will feel comfortable managing risk with the young people you are supporting, keeping timely and high-quality records, liaising with other professionals from a range of backgrounds, and providing support to colleagues to work towards positive outcomes for young people. You will have an understanding of managing safeguarding concerns well and thrive in the ups and downs of support-based work.

Overall, we are looking for a compassionate frontline worker, with an understanding of the value in coaching, and who has a level head at times of crisis. You don't shy away from difficult conversations and will challenge others appropriately to help them see a different perspective or viewpoint, always holding young people at the centre of your work.

- * You care about providing person-centred support to people who have experienced harm, helping them to achieve positive outcomes whilst identifying and managing risk
- * You work in a trauma-informed way, are passionate about coaching and the impact that this can have to create lasting change for individuals, and want to embed these approaches into your frontline work
- * You are proactive, have a strong work ethic and are flexible to changing priorities
- * You are highly organised, with strong time management skills and the ability to take ownership for pieces of work

- * You enjoy thinking strategically and want to showcase your analytical and decision-making skills across the organisation
- * You're an excellent relationship builder and able to build strong relationships with young people, and key external and internal stakeholders
- * You're impact driven, understand the power of data and stories and know how to use them to support our work
- * You have a reflective and open approach to work, open to feedback and keen to put learnings into action and support team development
- * You have high quality verbal and written communications skills
- * You are dedicated to embedding equity, diversity and inclusion into all areas of your work

Please note this job requires daily travel around London, usually by public transport. If you have any questions about this, please get in touch with jobs@wearesettle.org before applying.

EXPERIENCE NEEDED FOR THIS ROLE

You do not need to be a trained coach to do this role as we will provide the necessary training. However, you do need to be open to taking part in this training and have a curiosity towards what you learn on the journey to becoming a trained coach.

ESSENTIAL	DESIRABLE
• Experience of working with young people, e.g. support work or youth work (at least 1 year) or lived experience of the care system • Experience of supporting others to achieve positive outcomes • Good knowledge of issues facing care-experienced people • Experience of working/liasing with external organisations • Experience of managing or supporting with safeguarding concerns	• Experience of offering housing/tenancy related support • Experience managing a caseload of clients • An understanding of supporting young people through advocacy and coaching • Knowledge of coaching or motivational interviewing techniques • Spoken and written Arabic, Kurdish, Pashto, Amharic or Tigrinya

WHAT WE REQUIRE

Settle follows all the principles of Safer Recruitment. As a precondition of employment, we'll need you to:

- Complete an enhanced Disclosure and Barring Service (DBS) check.
- Provide five years of satisfactory references. At least one of which should detail your suitability to work with young people and another to be from your most recent employer.

WHAT WILL YOU GET OUT OF IT?

Generous benefits offer including:

- Flexible working arrangements around 10am-4pm core hours
- 40 days paid leave per year: 25 days annual leave (pro rata), 8 bank holidays, 3 days between Christmas and New Year and 4 wellbeing days (pro rata)
- Strong commitment to professional development with a dedicated training budget
- Up to 6% pension contribution
- Cycle to work scheme
- Employee Assistance Programme offering access to free therapy
- Work phone and laptop
- A supportive and inclusive culture with regular team social events

A focus on personal development:

- You will have a line manager dedicated to growing your strengths and supporting your professional skills development
- You can work with your manager to set your own objectives within the scope of the job description
- You will have a dedicated buddy within the team
- You will also take part in external and internal training to help grow your knowledge and skills

We are actively trying to increase the diversity of our workforce and we encourage applications from people from minoritised ethnic backgrounds. We are dedicated to being a workplace where everyone feels a sense of belonging and where diversity is celebrated. [Please see our website](#) for more information on our approach to Equity, Diversity and Inclusion.

Please note we are unable to sponsor visa applications.

HOW TO APPLY

Please answer the following questions in the form on [our Careers webpage](#). (minimum 2000 and maximum 3000 characters per question)

Application questions:

1. What excites you about Settle and this role?
2. Reflecting on the job description and key competencies (with a particular focus on the essential and desirable criteria) for the Settle Coach role, please tell us about the skills and experiences you feel you would bring to this role.
3. Settle uses a coaching model to underpin their work with young people. Why do you think this is important and what are the benefits to the young person?
4. Describe, using examples, a time you have supported someone. Where possible please share an example from your professional experience (e.g. support a colleague, or someone accessing the support your organisation provides). If you would prefer you can also share an example from your personal life (e.g. supporting a friend, family member, or member of the public).

Because the hiring panel will not have access to your work history, we recommend reviewing the 'what we're looking for' section and the essential and desirable experience to ensure you are evidencing as much of those areas as possible. We recommend using the STAR approach to answer the application questions where appropriate.

Settle is committed to increasing the representation of lived experience of the care system in our team. Therefore, care-experienced applicants who meet the essential criteria above will be guaranteed an interview.

Care-experienced means you have been "looked after" by your local authority at any point, for any length of time, before turning 18. This includes living with foster carers, in a residential children's home, being looked after at home with a supervision order, living with relatives or friends in kinship care, or being adopted and previously looked after. This also covers asylum seekers who arrived in the UK without an adult with parental responsibility, also known as Unaccompanied Asylum Seeking Children. If this applies to you, please mention this in your application and we will follow up to request some evidence (such as a letter from a social worker or PA).

Settle is happy to receive video or voice recording submissions answering the questions above. If this is your preference please send along with the equality and diversity monitoring form (download here) to jobs@wearesettle.org. Please be aware that neither format is preferred and all applications will be considered equally.

Please also complete the equality and diversity monitoring questions. We are committed to improving the diversity of our team and we want to ensure that our recruitment process is inclusive and



accessible to everyone. Completing the equality and diversity monitoring form alongside your application helps us to achieve this, so please do fill this in, if you are able to. Once the applications have been received, your equality and diversity information will be separated from your application and will remain anonymous throughout the selection process.

The closing date for applications is Tuesday 3rd November 19th 2026 at 11:30pm. Interviews will be held on 17th/18th/19th November