**JOB DESCRIPTION**

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| **POST:** | Specialist Employment Support Officer |
| **POST REFERENCE:** | ES0625 |
| **BASED** | Sandwell |
| **SALARY:** | £24,378 - £25,655 per annum FTE – Depending on Skills and experience |
| **Hours:**  | Part-time, 0.5 FTE (18.5 hours per week) - *Potential to increase hours depending on performance and future funding* |
| **RESPONSIBLE TO:** | Employment and Skills Lead or as advised |

**Job Summary:**

* Within the framework of Ideal for All’s user-led management model, provide a personalised support service which provides disabled and disadvantaged clients with the skills, development, motivation and confidence to enable them to move into suitable sustainable employment and volunteering opportunities.
* Supporting individuals to make positive steps to improve work readiness, increase educational attainment, participation in voluntary work or gain employment and subsequently provide appropriate ongoing support.
* To then provide in-work support service through a variety of options including regular telephone contact, face to face visits, mentoring, job coaching and in-depth support.
* To support individuals to enable them to make positive life choices.
* To liaise, arrange meetings with partner agencies (voluntary and statutory sectors) and/or employers concerning the individual’s needs, including partner organisations that work with diverse groups to develop joint working that will enhance service delivery and increase opportunities for individuals.
* To ensure that the post holder’s Health & Safety requirements are a paramount concern and that the specific arrangements for this position are always followed.
* To assist team manager in sourcing and identifying funding opportunities to ensure the service’s ongoing viability.

**Key Tasks:**

1. To undertake initial and ongoing assessment of clients’ pre-employment support needs and formulate development action plans which will enable clients to achieve their goals.
2. To assist clients in their search for work and actively seek out and secure suitable employment which match client’s skills, experience and aspirations wherever possible.
3. To manage, develop and support a caseload of clients, providing encouragement and co-ordination of activities including mentoring, development planning, effective monitoring and guidance and any employment related training that will ensure progression to employment, with an emphasis on movement toward sustained unsupported employment where appropriate.
4. To make appropriate referrals with recorded indication of the reasons for individual referral choice, recording and monitoring progress, outcomes and further interventions and referrals as appropriate, ensuring that paperwork is completed in a timely manner to the stringent deadlines applied.
5. To liaise and communicate regularly with the referrer and other relevant staff to ensure that all parties are kept informed and co-operate in helping the individual improve work readiness, increase educational attainment, participation in voluntary work or gain employment.
6. To ensure clients receive appropriate training on a regular basis by identifying the most appropriate training provider be it internal or external and carrying out regular reviews.
7. To pro-actively promote the service and seek potential beneficiaries by providing appropriate advice, guidance and information to enable effective access.
8. To participate in case conferences with the employment and skills staff when appropriate and after clients are offered a position in order to ensure the client receives a smooth transition into employment.
9. To establish, develop and maintain effective working relationships with local employer groups, statutory, voluntary and private organisations to support both client referral, training and individual client support.
10. To direct their efforts at clients with disabilities or learning or behavioral difficulties, this may include offenders, lone parents and people from currently underrepresented communities.
11. To promote and facilitate the concepts of independent living, empowerment and self-determination in the lives of clients and to enable them to have greater control and choice in respect to independent living.
12. To offer clients a range of courses including skills for life, volunteering, job skills and horticulture to enable them to gain the necessary skills, awareness and support to access employment, education and community facilities and be able to make a positive contribution in society.
13. Support job brokerage activity where appropriate, including engaging with employers to identify suitable vacancies and matching these to clients’ skills and goals
14. To ensure clients receive appropriate training on a regular basis by identifying the most appropriate training provider and carry out regular reviews.
15. To locate and support placement sessions for volunteers working within other organisations, as appropriate.
16. To develop and operate a support service for clients within the framework of user led services.
17. To monitor and maintain outputs and quality standards to funding agencies as required. To maintain detailed and accurate case notes, action plans and participant paperwork and upload these on to the management information system within the allocated timeframe.
18. To produce reports as and when requested for internal monitoring/evaluation of the service etc.
19. Establish if prospective employers have appropriate Health and Safety policies and liaise with them to ensure appropriate adjustments are made under any Access to Work requirements.
20. To carry out scheduled reviews with the client and the employer, ensuring equality and diversity, contractual and legal obligations are met and providing relevant advice, guidance and support when required.
21. To seek assistance from Employment Law and Health and Safety specialists for detailed advice when appropriate.
22. To develop and maintain an in-depth knowledge of the local labour market, current benefits systems and entitlements, programme provision of relevant agencies and opportunities pertaining to employment access.
23. To establish effective working relationships with local employers’ groups, statutory, voluntary and private organisations, producing relevant referrals, provision of services and work-related opportunities.
24. To promote the service by representing the project team at appropriate events and presenting the service function, aims and objectives, enabling awareness and engendering support.
25. To operate and encourage a client focused culture to designated standards of service, ensuring client feedback is appropriately reported.

**PERSON SPECIFICATION**

**Re**: Specialist Employment Support Officer

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| Factors | Essential | Desirable |
| Education Training | Careers Information, Advice and Guidance Level 3 or 4 or willing to work towardC&G9295/9297 full award in Adult Learner Support (with Literacy specialism) or willingness to work towardLiteracy and/or Numeracy level 2 or willing to work towardA Mentoring qualification at level 2 or willing to work toward |  |
| Experience | Experience of undertaking information, advice and guidance interviewsRelevant previous experience in the employment / recruitment / training field.Experience of working with disabled / disadvantaged people.A proven track record in placing clients into employment.Experience of compiling personal profiling, development and progression plansTraining Needs Analysis experiencePrevious experience of delivering trainingExperience of mentoring  |  |
| Special Skills/Knowledge | An understanding of the social model of disability and issues and barriers faced by disabled peopleGood understanding of the local and national labour market and employment issues.Current knowledge of local strategic training and employment developmentsCurrent knowledge of welfare benefits and issuesUnderstanding of marketing and promotion approachesKnowledge of the local demographics and make up of Sandwell in relation to employment and skillsAbility to seek out, develop and assess beneficiaries of the serviceAbility to encourage, persuade and motivate at all levelsEmpathy and belief in the potential of disadvantaged and disabled peopleFlexibility to cope with the varying demands of the role and achieve the desired resultsAbility to problem solve and respond appropriately to a variety of situationsAbility to manage and support a caseload and achieve targets for progressionGood interpersonal, communication and presentation skillsAbility to work on own initiative and as part of a teamGood organisational skillsIT knowledge or a willingness and aptitude to learnAble to develop and maintain excellent business links |  |
| Interests and Motivation relevant to the job | Willingness and ability to work and travel within Sandwell and the wider region for meetings, training with possible evening & weekend workingPositive attitude to disability, health problems and employment problems.An enhanced DBS check is required. |  |
| Commitment to | Confidentiality Demonstrate and promote accessible environments Promotion of independent living for all disabled and disadvantaged people The user led philosophy To change with changing circumstancesProfessionalism  |  |

**Status and Review of the Role:**

This Job Description is designed to identify the principal responsibilities of the post. The post holder is required to be flexible in developing the role in accordance with changes within the Company’s management agenda and priorities. Consequently, this job description is a non-contractual document and will be subject to review and amendment, in consultation with the postholder, in order to meet the changing needs of the service and the organisation.

**Acceptance:**

I, having received, read and understood the above job description and person specification, do accept them as a guide to the work I will be required to carry out. However, I also acknowledge and accept that the above documents may need to be amended from time to time in line with the needs of the business:

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| Name:  | Signature: | Date: |
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