

**Job Description**

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| **Job title:** | Employment Specialist |
| **Location:** | Telford office base however will be out in the community across Shropshire, Telford & Wrekin |
| **Responsible to:** | Employment Services Manager |
| **Responsible for:** | Supporting participants on the Building Better Opportunities to move towards and secure employment |

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| **Job purpose**  This post is part of the Building Better Opportunities programme in Shropshire, Telford & Wrekin and is funded by the Big Lottery and the European Social Fund as part of the 2014-2023 European Structural and Investment Funds Growth Programme in England.  This role will contribute to the development, delivery and success of the BBO project  Working intensively with a maximum caseload of 35-40 people who have considerable barriers that impacts on their ability to gain work.  Assisting them to obtain and sustain training and employment that is consistent with their vocational goals.  Meeting and exceeding performance targets for referrals, employer engagement, and job starts in adherence with compliance with contractual guidelines, quality procedures and paperwork requirements.  This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive list.  The post-holder will be expected to carry out other duties assigned by the manager which are appropriate to the grade. |

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| **MAIN DUTIES** | |
|  | Support participants to understand their skills aspiration and goals through the completion of vocational profile and produce an action plan to obtain employment in line with their preferences |
|  | Provide employability support to participants referred to the project to ensure appropriate and effective activity to enter education, training or employment is undertaken by the participant according to their level of job readiness |
|  | Identify barriers to employment and assist participants with Job readiness skills, job search strategies, CV building etc. |
|  | Keep abreast of local labour market trends, job openings, skills requirements and general information that will assist participants in seeking employment |
|  | Monitor participant progress ensuring they are fully supported to develop motivation and confidence |
|  | Proactively source potential job opportunities with employers through tailored and targeted approach( minimum of 6 new employers weekly) |
|  | Effectively manage active caseload ensuring confidentially is maintained and awareness of participant journey can be demonstrated to relevant stakeholders at any time |
|  | Develop and maintain positive working relationships with wider BBO partnership, external partners to support and aid participants journey towards training, volunteering and employment goals |
|  | Ensure all participant information is requested, recorded, stored electronically and in hard copy in accordance with BBO/Compliance requirements so that participants journey to employment/training is fully documented and claims can be made in a timely fashion |
| **10.** | Receive and manage referrals ensuring all referrals are contacted within agreed timescales |
| **11.** | To regularly evaluate and document participant progress via SMART reviews with participant ensuring action plans are living documents |
| **12.** | To assist in the preparation of project reviews, reports, project audits, case studies and data as required by BBO,ESF, Landau and other stakeholders |
| **13.** | Ensure that you take positive actions to safeguard young people and vulnerable adults you come into contact and follow correct procedures around safeguarding |
| **14.** | To be committed to continuing professional development ( CPD)to maintain and develop professional standards |
| **15.** | To fully comply with Health and Safety, Equal opportunities/Diversity, Quality assurance, sustainable development, safeguarding and GDPR protocols |
| **16.** | To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role. |
| **17.** | To hit all performance targets |

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| **OTHER** | |
| **1.** | Work in collaboration with all staff teams across Landau to ensure effective cross-working to meet the objectives of the charity and our contracts |
| **2.** | Keep abreast of developments in local, regional and national skills and employment provision supporting vulnerable groups |
| **3.** | To contribute to team and departmental meetings as required |
| **4.** | To promote the charity in a positive and professional manner and to act as an advocate for Landau |
| **5.** | To provide support to organisational staff and the Charity CEO as required |
| **6.** | Landau Cognisoft database to be fully utilised in order facilitate employer engagement activities across contracts |
| **7.** | Inspire, motivate, encourage those within your sphere of influence |
| **8.** |  |

Post holder may be required from time to time to undertake other duties, not specifically mentioned in this job description, but within levels of their salary scale. On occasion there may be travel and work in unsocial hours

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| **Prepared By:** | Nicki Ulloa |
| **Date:** | May 2020 |

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company’s business.

# Person specification

## Job title: Employment Specialist (E = Essential D = Desirable)

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| **SKILLS AND CORE COMPETENCIES** |
| **Technical competency (qualifications and training)**   * Information, Advice & Guidance (IAG) Level 3 minimum or willing to work towards this, **(E)** * Holds Mental Health First Aid Qualification **(D)** * Trained in the IPS approach **(D)** |
| **Experience**   * Relevant previous experience in the recruitment/ welfare to work/ supported employment field **(E)** * Experience working with disabled/disadvantaged young people/adults/children in employment focused programmes **(E)** * Experience and knowledge of barriers faced by people mental health issues **(D)** * Experience of administration of funded provision (Lottery. ESF,ACL, SFA) **(D)** |
| **Skills and Attributes**   * Excellent communication skills with the ability to adapt to a wide range of communication and learning styles * High level of optimism, initiative and effective interpersonal skills in order to engage effectively with service users, clinical teams and employers * Influencing skills that promote commitment and action * Customer focused with a strong commitment to client care * Disability Capability with demonstrable experience of supporting clients with mental ill health and other health conditions and disabilities * Strong team player with a positive and flexible approach to both work and colleagues * Creative problem solving skills and a positive approach to challenging and overcoming limiting beliefs * Ability to plan and organise workload to meet required targets and deadlines * Experience of people development on a one to one and group basis * Experience of meeting and exceeding programme outcomes and targets * Accurate identification of candidate support needs both pre and post-employment, with appropriate interventions delivered by self, or sourced through additional support networks * Ability to Create and deliver participant Action Plans * Experience working with employers to develop job opportunities for clients, and to support them whilst in work * Attention to detail and ability to work to a defined delivery structure * Proficient in using information technology systems (Cognisoft, Microsoft, CRM etc.) * Experience of keeping manual and computerised records * Able to work flexible hours and travel through prior arrangement as the needs of the job dictate. |
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| **Personal qualities, communicating and relating to others**   * Ability to cope with a variety of challenging situations in a calm and sensitive manner **(E)** * Empathy and belief in the potential of people with differing needs **(E)** * Ability to encourage, persuade and motivate at all levels **(E)** * Excellent interpersonal, communication and presentation skills **(D)** * Self-motivated, flexible, adaptable and able to work under pressure**(E)** |
| **Safeguarding**   * Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**      * This post requires a Disclosure & Barring Service (DBS) disclosure at an Enhanced level **(E)** |
| **Other**   * Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)** |

## As well as possessing the necessary qualifications, skills, knowledge or experience, having the right mind-set and behaviours which are in line with our company values is equally important