

**Job Description**

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| **Job title:** | Employment Specialist |
| **Location:** | Aspects of home working, will also be out in the community across Herefordshire |
| **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 caseload of participants 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** | |
|  | Identify and liaise with key referral pathways to ensure you achieve ‘start’ performance targets and to maintain caseload sizes. |
|  | Ensure all start paperwork and eligibility criteria is collected and completed correctly according to compliance and undertaken in a timely manner |
|  | To prepare individuals for a return to work by supporting participants to understand their skills, aspirations and goals through vocational profiling and action planning using a high quality of IAG. To guide participants through their employment journey, considering training and work experience according to their level of job readiness  To regularly evaluate and document participant progress via SMART reviews with participant ensuring action plans are living documents |
|  | Identify barriers to employment and assist participants with Job readiness skills, job search strategies, CV building etc. |
|  | Where appropriate focus on rapid job search with the participant, whilst utilising local support networks to help them overcome their barriers to employment |
|  | To explain and discuss with participants the importance of Disclosure. Which if agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention |
|  | To develop effective working relationships with a range of external stakeholders and community partners to ensure value for money, maximizing existing services and the use of both internal and external resources to support referral pathways, to assist in the delivery of vocational support services and to help participants into employment  Where necessary ensure integration into with key agencies |
|  | To identify and attend important steering groups and key stakeholder meetings, promoting the charity in a positive and professional manner and to act as an advocate for Landau and the services we provide across the business |
|  | To engage with employers daily, spending time getting to know local employers, job carving and negotiating opportunities that meet each individual’s strengths, needs, abilities and preferences. Effectively access the hidden labour market and external agencies and assist in delivering Landau’s employer engagement/job development strategies  To record all employers onto Coognisoft |
|  | Keep abreast of local labor market trends, job openings, skills requirements and general information that will assist participants in seeking employment |
| **11.** | Ensure sustained employment outcomes for participants, by keeping attuned to the quality of work environments, the potential for workplace adjustments that will accommodate individual strengths, skills symptoms and coping skills |
| **12** | To meet and exceed job outcome targets and deliver a high quality service. Maintain own caseload and performance trackers to feedback data and progress to Team Leader. |
| **13** | To ensure you remain compliant with contractual paperwork and that process is adhered to. Working alongside the team leader and quality assurance team ensuring Start and Outcome paperwork is completed to a high standard and in a timely manner, along with reviewing the quality of recording the participant’s journey. |
| **14** | To adhere to administrative and data capture protocols on Cognisoft, recording all participants’ details, participant journey and progress and Employer details. Ensuring this data tool is utilised in order facilitate employer engagement activities across contracts employer contacts. |
| **15** | To assist in the preparation of project reviews, reports, project audits, case studies and data as required by BBO,ESF, Landau and other stakeholders |
| **16** | Work in collaboration with all staff across Landau to ensure effective cross-working to meet the objectives of the charity and our contracts. To provide support to organisational staff and the Charity CEO as required |
| **17** | To support the team leader and the PR and Marketing team to ensure your contracts have a clear marketing strategy. This includes collecting Good News/ Recovery Stories from your participants |
| **18** | Ensure that you take positive actions to safeguard young people and vulnerable adults you come into contact and follow correct procedures around safeguarding.  To fully comply with all Landaus policies and procedures including Health and Safety, Equal opportunities/Diversity, Quality assurance, sustainable development, safeguarding and GDPR protocols |
| **19** | To produce clear handovers when taking annual leave, and support with staff cover during times of absence |
| **20** | To be committed to continuing professional development ( CPD)to maintain and develop professional standards |
| **21** | To ensure that participants are part of the co-production of service developments wherever possible, including the recruitment process |
| **22** | 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. |

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:** | February 2021 |

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 2 minimum or willing to work towards this, (E) * Trained in IPS approach **(D)** * Mental First Aid Qualification **(D)** * Training / Qualifications in within the following sectors Mental/ Physical Health, Substance Misuse, Homelessness, Veterans, Offending, NEETS, those from a disadvantage background, LD and the Long Term Unemployed **(D)** |
| **Experience:**   * Relevant previous experience in the recruitment/ welfare to work/ supported employment field **(E)** * Minimum 2 years’ experience of working with people and holding a caseload of participants who present with barriers into employment. This could include those who experience poor Mental/ Physical Health, Substance Misuse, Homelessness, Veterans, Offending, NEETS, those from a disadvantage background, LD and the Long Term Unemployed **(E)** * Experience of administration of funded provision (Lottery. ESF,ACL, SFA) **(D)** * Experience of partnership working and integration with key agencies, negotiation and liaison work with other agencies **(E)** * Experience of opening up job opportunities with a range of employers **(E)** * Knowledge of the welfare benefits system **(D)** * Experience of delivering training (D) |
| **Competencies & Skills**  **Communication skills:** Strong communication skills with ability to persuade and influence face-to-face (virtually) and through a range of media including presentations. Adapt to a wide range of communication and learning styles of participants. Ability to engage confidently and sensitively with stakeholders and partners at a range of levels of seniority  **Emotional Intelligence:** The capacity to recognize your own feelings and those of others, and to manage emotions effectively in ourselves and our relationships. Self-Awareness. Self-Management. Social Awareness. Relationship Management  **Interpersonal Skills:** High level of optimism, initiative and effective interpersonal skills in order to engage effectively with service users, clinical teams, stakeholders and employers. An understanding of Disability Capability and able to engage and support clients with mental ill health and other health conditions and disabilities. Empathy and belief in the potential of people with differing needs  **Influencing and negotiating** skills: Sales skills to promote learners to employers to secure programme outcomes. Ability to encourage, persuade and motivate at all levels. You are clear on our employer offer. Develop your network of employers to produce job opportunities for clients, job carving for participants across Landau.  **Completing Skills Analysis/ vocational profiles**: Accurate identification of candidate support needs both pre and post-employment, with appropriate interventions delivered by self, or sourced through additional support networks. Experience of people development on a one to one and group basis. Customer focused with a strong commitment to client care. Ability to Create and deliver participant Action Plans  **Adaptable and flexible:** To be able to work across different contracts within Landau in a compliant and productive manner. Ability to cope with a variety of challenging situations in a calm and sensitive manner. Able to work flexible hours and travel through prior arrangement as the needs of the job dictate.  **Team Player:** A Strong team player with a positive and flexible approach to both work and colleagues. Will support with the training and development of new staff members and share experience, knowledge and skills with colleagues. Will support Landau to ensure contractual KIPs are achieved across the business  **Networking:** An ability to establish, nurture, and cement working relationships, coalitions, and partnerships, both inside and outside the organization.  **Commercial Awareness:** Knowledge and interest in education and employability. You have a clear understandings of how Landau works across the business. You remain up-to-date with your industry and business in general. This includes marketing trends, customer demographics, technical advances, and the successes and failures of competitors.  **Results Orientated & Achieving and exceeding KIPs**: Understanding exactly what your performance targets are, and how you will achieve these. Whilst also being ambitious enough to increase performance and to support others in doing so.  **Resilience:** An ability to perform effectively even under pressure and/or in the face of setbacks and opposition. To continue to strive towards achieving your KPIs in the face of challenges. To remain optimistic in the face of employer rejection. To continue seek to support and engage challenging participants  **Problem Solving:** You are able to stay calm under pressure, research possible causes, identify trends and choose the most relevant solution. Creative problem solving skills and a positive approach to challenging and overcoming limiting beliefs  **Self-management**: The ability to prioritize goals, decide what must be done, and be accountable to complete the necessary actions. Quality self-management is extremely important particularly as elements of your role is completed remotely.  **Organisational skills:** You achieve results by prioritising workload, effective time management, showing efficiency with resources available and monitoring progress. You meet targets, are compliant with your paperwork and you deliver a quality service to participants by following fidelity or Landaus quality standards  **Decision-Making:** One of the core competencies for leaders is the ability to make good decisions or lead a good decision-making process. There are better and worse ways to make decisions, and a good leader understands when to make a decision, when to consult subordinates or peers and bring them into the decision-making process, and when it’s time to step back and let others decide  **Attention to detail:** To have an excellent understanding of paperwork and compliance required of your contract. The 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. Understand the importance of recording data to evidence for fidelity and other contractual requirements  **Trustworthiness & Ethics:**  You are a trustworthy person and aligned with the ethics of Landau. You will build relationships with existing staff members and enhance team working efforts. |
| **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) * Flexibility to travel within the region. (E) * Flexibility to working out of ‘normal office’ hours. (E) * Full and current driving licence (for rural and remote regions) (E) * Lived experience (D) |

## 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