

Role Profile	
Title	Community Employment Caseworker
Location	Edinburgh
Salary	£20,000 to £24,000 per annum
Hours	35 hours week
Leave	28 days (plus public holidays)
Report to	ETIES Project Lead

Role summary
<p>Community Renewal is a social enterprise and registered charity that works to build community, improve quality of life and alleviate poverty by engaging individuals and families and supporting them to achieve sustainable employment, improved health and to become more involved in their community.</p> <p>Community Renewal leads a consortium which delivers the Edinburgh Targeted and Integrated Employment Service (ETIES) across Edinburgh, to support stages 4 - 5 of the Scottish Strategic Skills Pipeline. ETIES aims to help people in Edinburgh help themselves towards better working lives in well-paid jobs. Our target group are those who are unhappy with their low-paid or insecure work (including in "gig economy") and people who are currently between jobs (i.e. less than 6 months unemployed). You will need to:</p> <ol style="list-style-type: none"> 1. find and register eligible people, including marketing the service, engaging people through community engagement and engaging people in their workplace; 2. provide holistic case management, including listening to their needs and introducing people to additional/alternate support; and 3. coordinate within the team to engage employers effectively to help create/secure good, well-paid jobs for people. <p>You will need to rigorously and accurately record details of potential registrations, registrations, assessments, activities and outcomes using Caselink. You will be working collaboratively with our consortium partners and other local partners. Due to the client group, evening and/or Saturday work may be required. Outreach work will be required.</p>

Overall Objectives

To contribute to the implementation of the agreed work plan for ETIES aimed at meeting/exceeding performance targets for engagement and outcomes around entering work, retaining work, progressing in-work, and entering education.

1. Community engagement and registering new clients

- Use Listening Survey, door knocking, partnerships with community organisations and other community engagement techniques to identify potential eligible clients.
- Identify, liaise and help set up links with local and city-wide services and referral agencies such as Job Centre Plus, Colleges and Volunteer Centre, etc.
- Proactively support the marketing of the service in local communities or online.
- Engage potentially eligible people in the workplaces who may benefit from our in-work support.
- Follow-up with potential eligible people personally to encourage them to register if eligible.
- Re-engage people we have previously supported who may be eligible.
- Ensure a welcoming environment and welcoming attitude greets anyone engaging Community Renewal.
- Operate a "no wrong door" approach where people ineligible for support are introduced to appropriate services.
- Accurately register new clients promptly.

2a. Case management with people in-work

- Help clients identify issues and find solutions to their own needs. Work together in taking action on the issues identified, which affect the client's life and moves them towards a better job or a better paid job and a career they want.
- Regular one-to-one case management with clients without relying only on people booking and attending appointments in our offices.
- Following-up to reengage people who have disengaged or who previously achieved outcomes.
- Accurately record actions and outcomes promptly.
- Arrange training and funding for training where this can achieve an in-work progression.
- Support in-work clients at risk of losing their job to try to retain their employment and/or seek higher paid work elsewhere.
- Help clients understand and enforce their Employment Rights where this will assist them in their progression towards an in-work progression or retention outcome.

2b. Case management with people less than 6 months unemployed

- Help clients identify issues and find solutions to their own needs. Work together in taking action on the issues identified, which affect the client's life and moves them towards a better job or a better paid job and a career they want. To help people reveal for themselves what a much better life would look like and what steps are needed to get there.
- Support the development of new and active issue-based groups in the area.
- Support the development of leadership within the community and build their confidence and skills to participate on decision making structures that impact on their daily lives.
- Link in to and participate in opportunities, activities and programmes becoming available through Community Renewal or through other organisations within Edinburgh.

- Regular one-to-one case management with clients without relying only on people booking and attending appointments in our offices.
- Following-up to reengage people who have disengaged or who previously achieved outcomes.
- Accurately record actions and outcomes promptly.
- Arrange training and funding for training where there is a clear plan to link this to a Living Wage job outcome.
- Support people who setting up as self-employed where this may achieve an outcome, including getting external support for their needs.
- Help clients understand and enforce their Welfare Rights where this will assist them in their progression towards an outcome.

3. Employer Engagement

- Proactively engaging employers one-to-one in person, by email, and by phone.
- Use employer engagement to identify job opportunities match their jobs to ETIES clients including provide shortlisting/screening of our clients.
- Use employer engagement to ensure training of ETIES clients matches sector specific and employer-specific requirements.
- Supporting ETIES marketing efforts to engage more employers.
- Support the verification of outcomes with employers.
- Accurately record all new contacts, actions and outcomes promptly.
- Increase the number of employers engaged by ETIES through umbrella groups (e.g. Chamber of Commerce, FSB, Sector Skills Councils) or events (e.g. Job Fairs).
- Report and coordinate all employer engagement within the ETIES team to ensure a joined up approach to initially contacting employers, account management employers, and drawing on all ETIES clients as potential recruits for every employer.

Key accountabilities
<ul style="list-style-type: none"> • Working in partnership with the Service Manager to ensure that services are delivered cost-effectively, and all resources, particularly staff are utilised to best effect. • To monitor and evaluate own performance and outcomes and prepare and carry out plans to make necessary adjustments to ensure success of services and contracts, whilst always working within the ethos and values of Community Renewal. • Work effectively within the ETIES team/office to collaborate and take a high-quality, consistent and joined-up approach. • Support quality management activities including promoting and receiving feedback/complaints from clients/employers and ensuring this is responded to. • To ensure that Community Renewal's policies and procedures are implemented consistently in all offices including Health and Safety, Data Protection, Equalities. • Any other duties as required by the Senior Management.

Role Requirements		
	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Supporting people in work to retain their work or progress to better work. • Employability experience and working with people in community projects • Experience of undertaking outreach and developing relationships with individuals and groups • Experience of creating new and updating existing CV's, and supporting people with job search including: Applications written and online 	<ul style="list-style-type: none"> • Experience engaging employers effectively
Qualifications		<ul style="list-style-type: none"> • Educated to Degree level or equivalent. Careers Guidance or Counselling qualification, OR Extensive experience of guidance/advisory work in a social inclusion setting of at

		least two years would be an advantage
Knowledge/Aptitude	<ul style="list-style-type: none"> • Ability to organise information • Excellent and demonstrable people management skills • Ability to manage time across several projects and locations • Ability to assist the team to deliver targets and objectives • Commitment to continuous professional development • Excellent Information Technology skills • To professionally represent the organisation at meetings and events, as and when required 	<ul style="list-style-type: none"> • Ability to track and evaluate the progress of individuals in order to understand the long-term economic and social impact on households and neighbourhoods

Person Specification	
Knowledge and skills	<ul style="list-style-type: none"> • Communication skills with the ability to engage and work with staff, key stakeholders, employers and funders • Resilient and capable of managing potentially stressful situations whilst presenting a calm, capable and reassuring presence to staff and clients • Knowledge of the needs of the target group • Ability to problem solve effectively with individuals and the wider team for a successful service delivery • Knowledge of the community support structures in the local area is an advantage
Experience	<ul style="list-style-type: none"> • Experience of working with a wide range of agencies, including developing links and working relationships with a wide range of local services, employment and community related agencies, such as careers, health, JCP and Money Advice Services • Experience of IT systems
Attitude and approach to work	<ul style="list-style-type: none"> • Highly flexible in your approach to working hours and location • Able to demonstrate a strong commitment to the objectives, values and vision of Community Renewal • Self-confidence, and able to display an optimistic outlook whilst remaining results orientated, flexible, adaptable, with a 'can do' attitude • Self-motivated, punctual, reliable, responsible and able to work under pressure and to tight deadlines

	<ul style="list-style-type: none"> • Ability to manage time effectively; work to deadlines, and the ability and willingness to work outside normal hours when necessary • Demonstrable commitment to the principles of social justice, equality of opportunity and challenging discrimination • Committed to personal development
Service Focus	<p>Service provision</p> <ul style="list-style-type: none"> • Be able to demonstrate a comprehensive understanding and knowledge of employment and the benefits to an individual. • Must be a motivated and professional individual, with a desire to achieve results with a strong client focus. <p>Recording and monitoring</p> <ul style="list-style-type: none"> • Comfortable working with a wide range of management information; able to interpret and produce reports where required.
Interpersonal Skills	<p>Working with others / Leadership</p> <ul style="list-style-type: none"> • Able to network effectively at all levels, build and maintain constructive working relationships across a range of stakeholders. • Excellent people skills and the ability to lead, motivate and develop a team of volunteers. <p>Communication</p> <ul style="list-style-type: none"> • Outstanding communication and interpersonal skills, both written and verbal. • Confident at presenting information in a variety of situations and to different audiences • Demonstrable negotiating and influencing skills. <p>Equality and Diversity</p> <ul style="list-style-type: none"> • A demonstrable commitment to equal opportunities and diversity, including a commitment to co-production.
Commitment to the Organisation	<p>Commitment to organisational goals</p> <ul style="list-style-type: none"> • An authentic and demonstrable commitment to the Vision, Mission and Values of Community Renewal. • Willingness and ability to take ownership of issues facing the organisation <p>Embracing change</p> <ul style="list-style-type: none"> • Open to and supportive of change and new ways of working. • Should exhibit openness to change and a drive for continuous improvement, and ability to deal positively with challenges and changes in strategic direction.
<p><i>The post holder is expected to work within policies and procedures of Community Renewal and be committed to its ethos and values. This includes promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.</i></p>	