



Access to Industry Application Pack

Post: Caseworker

Project: EnCompass

Enclosed in this pack is:

- Job Description
- Person Specification
- How to Apply
- Terms and Conditions
- Recruitment Privacy Statement

Access to Industry
156 Cowgate
Edinburgh EH1 1RP
Phone: 0131 260 9721
Email: Admin@accesstoindustry.co.uk



JOB DESCRIPTION

Job Title	Caseworker	Accountable to	AI Management Team
Working Hours	35 hours per week	Location	Edinburgh
Salary Grade	£23,000 - £26,000	Length of Post	To September 2021 (with potential extension)
Programme		Project	EnCompass

About the Role: A unique opportunity has arisen for AI to recruit a dynamic, enthusiastic individual who is able to work creatively within our EnCompass Team. The role will involve managing a caseload, alongside being lead contact with Edinburgh College lecturers and managing the day to day operations of the community college and being responsible for the digital communication of the EnCompass Team.

KEY Responsibility areas will include:

Service Delivery

Case Management - Providing education, training and employability support to people who have a history substance misuse, offending, and homelessness, focusing on engagement and building positive relationships with clients. Working with them to build confidence and progress into positive destinations. Offering support and guidance around disclosures, CV and mock interviews. Creating opportunities for your clients to progress into training programmes, employment and education. This element is offered both face to face and over digital platforms.

College Link - This will involve operational responsibility for our Cowgate based Edinburgh College community college. You will be responsible for liaising with the College, in the timetabling of classes; working with lecturers; supporting the registration & enrolment of AI clients as students, and, with the College, evidencing their outcomes. This will involve a high level of communication skills both written and verbal. It will require digital literacy as classes are currently blended, involving lecturers in a mixture of face-to-face and online teaching. You will have responsibility for coordinating the online digital classes with the College - ensuring details are communicated to AI clients who are students and you will support their attendance, as AI students, in the digital classes. You will have the opportunity to develop and timetable additional class opportunities with your colleagues, and you could have the opportunity to develop your own class delivery.

Digital Communication - AI are building our digital presence through the use of social media; website; and digital video platforms. You will have responsibility for EnCompass' online communication, ensuring our social media presence is current, links for digital classes are kept up to date on the website and other platforms.

You will play a part in the wider team of Access to Industry through attendance at internal meeting and participation in shared services across the teams.



Quality Assurance

Maintaining excellent case management records through case recording using data management system. Ensuring all aspects of file management is in accordance with AI procedures.

Administration

To administer all aspects of the project from referrals, support, training and progression routes. Being aware of all aspects of digital engagement and the administration that's attached to digital learning.

System Management

To ensure that all systems and procedures relating to the delivery of the services are maintained and used effectively. Maintain computerised data management systems.

Health & Safety and Property Management

Ensure a healthy and safe environment and the protection and best use of property and equipment by implementing and observing policies and procedures. Ensure that all work placements and opportunities are carried out in accordance with Health and Safety legislation and good practice.

Maintain strong health and safety protocols at all times in accordance with Edinburgh College and implement new changes within our community college when necessary.

Communications

To engage in effective communication with external agencies, including referring agencies, specialist providers, employers, colleges and training providers. To engage with internal reporting procedures as directed. To actively support project marketing and to build effective links with agencies and service providers. Provide written and verbal reports based on the progression of the project. There will also be a high level of digital communication through the up keeping of our social media, website and digital platforms, one to one work and teaching/training will be at times delivered over digital platforms so communication skills within digital are important.

Other Requirements

The post holder will be expected to work 35 hours per week and to organise working time in such a way to maximise the efficiency of the Service. The post holder may be required to undertake evening and weekend working and any other tasks deemed appropriate to this position in negotiation.



Person Specification

Key Areas	Essential	Desirable	
Qualifications and Attainment	Educated to degree level or relevant background	A qualification in Career Guidance or Community Education.	
Knowledge and Experience	Experience of casework – including goal setting, action planning and barrier removal	Experience within addiction or criminal justice fields	
	Demonstrable ability to monitor projects to ensure outcomes are achieved.		Knowledge of barriers clients with complex health and social care face
	Ability to motivate and engage people to progress into positive destinations		
	Target driven and be able to cope with working flexibly with a diverse caseload		
	To have excellent communication skills working effectively with internal and external colleagues and partners.	Awareness of the impact complex health and social care can have on people's learning	
	Excellent written skills and experience of writing case notes and case studies for funders and senior management		
	Proven organisation skills	Experience of working within an employability/education environment	
	Excellent IT skills and ability to use email; internet; databases and MIS systems to ensure effective monitoring and evaluation of this service.		
	Experience of organising using digital platforms (teams, zoom)	Experience of delivering training either face to face or online	
Additional Requirements	You will be empathetic to AI client groups and be a dynamic and enthusiastic person that is approachable to both staff and clients, whilst motivating and inspiring to your staff team		
	You will be passionate towards the role and committed to ensuring that the clients will receive the best service possible		
	Ability to manage your diary and respond to change quickly and effectively		
	You will be determined and flexible in order to achieve your and the teams goals		



Access to Industry Caseworker – Edinburgh

How to Apply

Application is through a CV and a Supporting Statement.

- All applications should be marked CONFIDENTIAL: Caseworker Edinburgh.
- CV's should include two referees one of whom should be your most recent employer. We will not contact referees prior to interview.
- The supporting statement should demonstrate your experience and how this matches with our requirements. This additional information should be confined to a maximum of two sides of A4 in minimum font size 11. Additional information over this limit will not be considered. Generic statements not contextualised for the post will be discarded.
- Applicants are welcome to apply for the additional role of Welfare Rights Advisor which is advertised alongside this role. If applying for both please make that clear in your title and opening statement
- Closing date for applications is Wednesday 7 October
- Interviews will be held on 15 October – this will be in a format of digital platforms to suit the interviewee.

Access to Industry understand how difficult the current COVID 19 restrictions are on everyone. As the interviews will be happening digitally rather than face to face, we appreciate that most candidates will take part in an interview from an environment where there may be other distractions in the background and issues with IT out with your control. Please be assured that the interview panel appreciate the temporary constraints we are all facing and this should not deter you from applying for the role.

Applications should be sent to:

Email: admin@accesstoindustry.co.uk

Postal: Access to Industry, 156 Cowgate, Edinburgh EH1 1RP



Access to Industry Caseworker

Access to Industry Terms and Conditions of Employment

Caseworker – EnCompass Service

Salary

- Salary for this post will be £23,000-£26,000 per annum
- AI pension contribution is 6%; employee contribution is 2%

Annual leave

- Entitlement is 25 days per annum. Public holiday entitlement is 10 days per annum.

Working Hours

- 35 hours a week Monday to Friday

Equality and Diversity

- Access to Industry work towards the three aims of The Equality Duty in order to:
 - eliminate unlawful direct or indirect discrimination, harassment and victimisation and other conduct prohibited by The Equality Act 2010;
 - advance equality of opportunity between people who share a protected characteristic as set out in the Equalities Act 2010 and those who do not; and
 - foster good relations between people who share a protected characteristic and those who do not.

Performance Review

- A three month probation review period will be in operation.

Disclosure

- Successful candidates will be required to complete an enhanced PVG

Appointment is subject to satisfactory references, right to work and disclosure.



Recruitment Privacy Statement

How We Use Your Data for Recruitment

Background

This privacy policy covers how we Access to Industry collect, use, store and protect the data that is supplied to us by job applicants and agencies.

Our Commitment to Job applicants

We believe completely in equal opportunities and will treat all applicants fairly with no discrimination.

We never knowingly provide misleading information about the nature of the role. We would never charge a job seeker a fee for the purpose of finding them a role.

We are committed to managing your personal information securely and with respect in accordance with the General Data Protection requirements.

The information we collect may cover the following:

- Contact information (name address, phone number and email address)
- Information from CV or application form or covering letter (education, skills and qualifications)
- Health records (Night Worker assessment forms, Health questionnaires) where required as part of the role.
- Occupational health report (Higher level screening required for role) with Access to medical Records consent being given by the applicant
- criminal convictions/offences/protecting vulnerable groups information from Disclosure Scotland where a requirement for the role
- References from the names referees that the applicant provides and only with the applicants' consent.
- Visa and proof of the right to work in the UK documents
- Employment records (including job titles, work history, working hours, training records and professional memberships).
- Salary, annual leave, pension and benefits information.
- Access to your DVLA portal.

We may also collect, store and use “special categories” of more sensitive personal data which require a higher level of protection such as Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions. Also, information about criminal convictions and offences.

Purpose of collection

The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our Organisation, and to check that you are legally entitled to legally work in the UK.

To enable us to make recruitment decisions and assess suitability for particular work, we will process information about criminal convictions and offences (including alleged offences).

We will process this information to enter a contract with you, to comply with a legal obligation, for our legitimate interests and to exercise or perform employment law rights or obligations.



Any offer of work from us will be subject to a satisfactory criminal record check to allow us to perform our public task and comply with our statutory obligation.

Processing criminal conviction data requires the same safeguards as 'special categories' data.

How the information is held.

Most information is transmitted by email and is stored on our computers, and paper-based filing.

All this information can only be accessed by authorised staff within our Organisation. Our staff are trained to understand the importance of keeping personal data secure. Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely shredded and computer records deleted. Only if we have asked, and you have given your consent for the data to be held will this not apply.

Disclosure

We may disclose the information for the purpose of obtaining referees. Where additional information is required the information may be obtained from Disclosure Scotland, your G.P or an Occupational Health professional only after you have given your consent.

You have specific rights in connection with personal information: request access to your personal information; request correction of the personal information that we hold about you; request erasure of your personal information; object to processing of your personal information where we are relying on a legitimate interest; request the restriction of processing of your personal information; request the transfer of your personal information to another party and the right to withdraw consent.

Complaints

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to the Finance Administrator who has responsibility for Data Protection within our Organisation stating the details of your complaint (finance@accesstoindustry.co.uk). We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 24 hours and we aim to resolve any complaint within 5 working days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office. If you are not satisfied by our response you may complain to the ICO.