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| gca-log-no-strap (2) | Glasgow Council on Alcohol 14 North Claremont Street,  Glasgow G3 7LE 0141 353 1800 |

**JOB DESCRIPTION**

**JOB TITLE:** **In Work Support Advisor x 2 Posts**

**JOB GRADE/SALARY:** £25,658 per annum

**HOURS:** 35 hours over 5 days

(Includes day & evening shifts plus 1 Saturday morning a month)

(Flexible working, part-time hours, or job-sharing arrangements will be considered for the right candidate)

**LOCATION:** Citywide but based within the GCA office in North Claremont Street, Glasgow

**PROFILE:**

Elevate is one service with two routes to employability: Elevate Glasgow PSP and Recovery Employability Service. Elevate offer a person-centred approaches to individuals in their employability journey.

Public Social Partnerships (PSPs) are strategic partnering arrangements, through which the public sector can collaborate with third sector organisations (voluntary, charity and social enterprise organisations) to share responsibility for designing services. A key principle of this approach is that services are designed co-productively with service users. Glasgow Council on Alcohol are the Lead Partner.

Elevate is an employability service for people in recovery from drugs/or alcohol. We are delighted that we are now able to ***extend the service to include aftercare provision for those in work to include those affected by poor mental health or have experience of homelessness or the criminal justice service as well as those in recovery.***

**MAIN FUNCTION / RESPONSIBILITY:**

The In Work Support Advisor will provide a personalised support service assisting participants who have been affected by poor mental health or have experience of homelessness or the criminal justice service as well as those in recovery to gain new employment opportunities or sustain in existing work.

This will include providing work place support to participants as well as providing support and advice to the participant’s employer.

**REPORTING RELATIONSHIPS:**

The In Work Support Advisor reports to the Partnership Manager. They will be working with our Elevate Project Team based at Glasgow Council on Alcohol (GCA).

**MAIN DUTIES/RESPONSIBILITY:**

The perfect candidate for the In Work Support Advisor role will:

* Be friendly, compassionate and naturally able to build relationships with individuals and employers both in person and virtually
* Deliver performance targets for supporting people who have experienced poor mental health/ homelessness/ addiction/ criminal justice to sustain their employment or find new employment opportunities
* Provide personalised support assisting participants who have experienced poor mental health/ homelessness/ addiction/ criminal justice to sustain their employment or find new employment opportunities
* Provide in-work support through a variety of activities including regular telephone contact, face to face visits, mentoring, virtual mediums, job coaching and group activity to provide information and advice and guidance
* Assisting participants in their search for further work opportunities, whist in work, which match participants’ skills, experience and aspirations
* Providing quality support services to participants through effective planning, monitoring, evaluation and review of their requirements in partnership with them
* Formulating action plans to assist participants to remove barriers to achieve their progression in work
* Supporting participants and employers to create in-work development plans
* Supporting employers to find and access in-work training opportunities for their staff
* Providing advice and support to the employer
* Complete paperwork and promptly update the database on all interactions with participants as well as recording outcomes and progressions.
* Meeting contractual compliance
* Promote the unique, person centred work being developed by Elevate-Glasgow PSP
* Carry out other duties in line with organisational requirements

**PERSON SPECIFICATION**

(E = *Essential* D = *Desirable*)

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| **QUALIFICATIONS** |  |
| * Postgrad or SVQ Advice and Guidance or equivalent qualification * Min 2 years recent equivalent/relevant experience | D E |
| **SKILLS** |  |
| * Excellent verbal communication skills * Time management skills * Effective organisational and planning skills * Ability to build good relationships * Providing support virtually to clients through on line platforms * Ability to work on own initiative and remotely from line management | E  E  E  E  E  E |
| **EXPERIENCE OF** |  |
| * Previous similar employability/ in work support role * Experience of working in a high performance, high pressure and target driven environment * Working with individuals in a recovery/ homelessness/ poor mental health or criminal justice settings * Experience of monitoring evaluating and reviewing personal action plans * Proven track record of supporting people into sustainable work * Proven ability to manage and support client caseloads and achieve targets for employment progression * Good understanding of the local labour market * Experience providing advice and support to employers * Detailed knowledge and understanding of the issues faced by those in recovery/ homelessness/ poor mental health or criminal justice settings in the job market * Understanding of Employment Law and employer’s responsibilities * Ability to manage and resolve conflict * Experience of delivering group work/training both in person and on line * An understanding of in-work support and reasonable adjustments that can be made to support employment | E E  D  E  E  E  E  E  D  D  E  D  E |
| **KNOWLEDGE OF** |  |
| * I.T/Computer skills * Microsoft Office * Zoom & Microsoft Teams | E E  E |
| **PERSONAL ATTRIBUTES** |  |
| * Empathetic * Honest * Flexible & Adaptable * Compassionate & Non-judgmental approach * Team Player | E E E E E |
| **OTHER** |  |
| * Ability to travel citywide * Driving license and access to own vehicle | E  D |