



Access to Industry Application Pack

Post: Access to Industry Caseworker

Project: Access Employment

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Thank you for your interest in applying for a position with Access to Industry.



Job Description

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| Job Title | Caseworker | Accountable to | AI Management Team |
| Working Hours | 35 hours (1 FTE) | Location | Edinburgh* |
| Salary Scale | £25,000 - £26,000 | Length of Post | Initially to 31 March 2022 |
| Programme | PACE Redundancy Support | Project | Access Employment |

*The post is based at 156 Cowgate. Currently there is a blend of office-based, outreach and home-working.

About the Role: An exciting opportunity has arisen to join Access to Industry (AI) working on a new project supporting people through redundancy and into employment. AI are looking to recruit a full time (35 hours) caseworker. You will be a self-starter, creative and have the skills and sensitivity to guide individuals aged 50+ years towards new careers. Your role will be to identify skills in people and match them with employer vacancies, progress either directly into employment or onto training. You will make the project available at a time, and place, that works for them.

Key responsibility areas will include:

Service Delivery: This role will focus on case management support of people recently made redundant. Working across Edinburgh you will support people who are aged 50+ to identify their skills and match them with opportunities. In the current employment landscape this means you will be pro-active in making links with employers to encourage recruitment of your clients.

The project requires a skilled individual who can identify opportunities for people and work with them to access these. The role will focus on moving people into opportunities but will also encompass wider aspects of case-management:

Recruitment: The caseworker will market and promote the project to potential clients and work with referral agencies including DWP (Jobcentre Plus) and SDS PACE in Edinburgh to recruit clients.

Employer Engagement: There will be a need to match clients to jobs and building relationships with employers will be key, the caseworker will utilise employer initiatives in Edinburgh – including FUSE and the Employer Recruitment Initiative – and make relationships of your own.

Employability Skills: The caseworker will identify employability needs and set an action plan and goals. Assessment will identify transferrable skills and skills future skills requirement; support will be given to develop CVs and make job applications; and give interview skills (in-person and on-line).

Barrier removal: To ensure clients do not enter longer-term unemployment, barrier removal will be key. This will begin at the point of referral and include: information on financial support available including benefits; welfare advice; accessing better-off in work calculations; and signposting around anything that might impede progression. Wider support for this is available from AI colleagues.



Motivational Support: Ensuring the individual's wellbeing is maintained will be crucial to active job-search - and ability to present to future employers. The caseworker will provide encouragement and signposting to wider wellbeing and health services when required. Wider support for this is available from AI colleagues.

Training and Development: Skills development will be through referral to vocational training and opportunities to re-skill, the caseworker will keep up-to-date on opportunities available. Access to AI's community college and other on-line/in-house training will be available to clients (if appropriate).

Digital Communication: AI is building our digital presence through the use of social media, website and digital video platforms. You contribute to this ensuring our social media presence is current on our Facebook page, website and other digital platforms.

AI Team: You will play a part in the wider team of AI through attendance at internal meetings and participation in shared services across the teams.

Administration: You will administer all aspects of the project from referrals, training, progression routes and employer engagement.

Quality Assurance & Management Systems: You will maintain excellent records and will maintain case management through use of the Management Information System, Caselink.

Health & Safety and Property Management: You will ensure a healthy and safe environment and the protection and best use of property and equipment by implementing and observing AI policies and procedures.

Communications: You will be an effective communicator as you will be working with external agencies, specialist providers and employers and attending meetings on AI's behalf. You will contribute to internal reporting procedures both through writing and verbally. You will market the project externally. You will ensure client confidentiality at all times.

Other Requirements: The post holder will be expected to manage their own caseload and work with minimum supervision partly in an outreach capacity.

Person Specification

| Key Areas | Essential | Desirable |
|----------------------------------|---|--|
| Qualifications and attainment. | Qualified to degree level or relevant experience. | A relevant qualification in a subject such, Careers Guidance. |
| Knowledge, Skills and Experience | <p>Experience of employability support or careers development and action planning.</p> <p>An ability to identify strengths in an individual and to motivate/support towards a goal.</p> <p>Proven skills in relationship management, working with other partners and agencies to achieve outcomes for clients.</p> <p>Skilled in networking /sourcing additional support.</p> <p>Experience of client case management within a supportive setting and of client barrier removal.</p> <p>Strong time management skills; ability to work on own initiative; and able to prioritise own workload.</p> <p>Experience of monitoring projects to ensure outcomes are being achieved and gathering evidence to verify outcomes.</p> <p>Confident using Microsoft Office suite and digital platforms.</p> <p>Excellent written and verbal communication skills.</p> | <p>Knowledge of the welfare systems and financial support</p> <p>Experience of goal setting in an employability context</p> <p>Experience of working in an outreach setting.</p> <p>Experience of working directly with employers in a recruitment context</p> <p>Knowledge of employment, learning and support services in Edinburgh.</p> <p>Experience in putting in place support for individuals to build their personal resilience.</p> |
| Additional Requirements | <p>Empathetic and non-judgemental in your approach to working with individuals and groups and an ability to easily build a positive rapport.</p> <p>Patient, passionate and committed to delivering the best service possible.</p> <p>A team player, you will be determined and flexible in order to achieve your and your team's goals.</p> | |

About Access to Industry

Access Employment

Access Employment will support people of working age who are at risk of redundancy; and those who have recently been made redundant. The client group will be people most at risk of long-term unemployment; low skilled; and/or previously on low income employment and will target the 50+ age group. It is funded by the Scottish Government and managed in Edinburgh by Capital City Partnership. It will work alongside other PACE provision through Skills Development Scotland.

Access Employment will be a service tailored to the individual and their needs. It will be a one-to-one service working holistically with the client addressing their concerns, confusions and anxieties of redundancy. The service will identify needs and support the individual through the complexities of sudden unemployment, while maintaining motivation and moving them towards new employment. It will align skills training towards the growth employment sectors in Edinburgh.

Assessment will be carried out with each client one-to-one, identifying key areas that are posing barriers to progression and creating an action plan that will form key milestone to be achieved during their time on the project.

The caseworker will have the support of a line-manager with extensive case-management and barrier removal experience. They will also have the support of other services within AI including advocacy, training, formal learning and colleagues with extensive & wide-ranging knowledge. The project will also work with a sister project run by Cyrenians which will provide support to clients who require more intensive barrier removal.

As we ease out of COVID-19 restrictions, delivery will be both remote and in venues accessible to clients, including AI's Cowgate base.

Staff Development

Access to Industry supports individuals who can have complex needs that act as a barrier to progression. We are constantly reviewing the skills of our employees and developing these so we can best support our staff to meet the needs of our clients.

On joining Access to Industry, as part of your initial induction and dependent on your role, training may include:

- Benefits training
- Mental Health First Aid
- Motivational Interviewing
- ASIST – Applied Suicide Intervention Skills Training
- Living Life to the Full – training in course delivery
- Conflict resolution – de-escalation

COVID-19 information

Access to Industry remains committed to ensuring the safety and wellbeing of our staff, volunteers and those we support. COVID-19 has changed how we are currently operating. We are following guidelines and we are supporting people remotely and, where required, in person – by appointment. We are offering in-person appointments in our Cowgate office or in outreach. Our Edinburgh College courses are currently being delivered remotely, with a return to in-person soon. We constantly review our practices in view of government guidance



How to Apply

Access to Industry Caseworker, Access Employment

Application is through a CV and a Supporting Statement.

- All applications should be marked 'CONFIDENTIAL: Caseworker AccessEmp
- 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.
- Closing date for applications is: 22 April 2021
- Interviews will be held over a digital platform on: 29 April 2021

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

Terms and Conditions of Employment

Access to Industry

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| Caseworker |
| <p>Salary Salary for this post will be £25,000-£26,000. Appointment dependent on experience. AI operates an auto enrolment pension. AI contribution is 6%; employee contribution is 2%</p> |
| <p>Annual leave Entitlement is 25 days per annum. Public holiday entitlement is 10 days per annum.</p> |
| <p>Working Hours 35 hours a week Monday to Friday. Some evening and weekend work may be required.</p> |
| <p>Equality and Diversity Access to Industry work towards the three aims of The Equality Duty in order to:</p> <ul style="list-style-type: none"> • 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. |
| <p>Performance Review A three month probation review period will be in operation.</p> |
| <p>Disclosure Successful candidates will be required to complete an enhanced PVG</p> |
| Appointment is subject to satisfactory references, disclosure and right to work. |



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.