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| **Role Profile** |
| **Title** | Community Caseworkers |
| **Location** | Edinburgh  |
| **Salary** | £23,000 per annum (pro-rata for part-time) |
| **Hours** | 35 hours week |
| **Leave** | 28 days (plus public holidays) |
| **Report to** | ETIES Project Lead  |
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| **Role summary** |
| 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.Community Renewal as part of a consortium delivers the Edinburgh Targeted and Integrated Employment Service (ETIES) across Edinburgh, to support stages 4 - 5 of the Scottish Employment Pipeline. Community Renewal has fixed office bases in Muirhouse, Bingham and Leith with outreach locations. The core requirement of the ETIES area-based Hubs is to run a Targeted service to support people 6 months or less unemployed primarily into employment as well as providing in work support. The service will also support other Community Renewal projects in particular community-based outreach working in the North and East of Edinburgh.This role will focus primarily on supporting people in low-paid or short-term jobs as well as people who are recently unemployed or in-between jobs. However, we expect these roles to have a split between employability support and other specialisms. Due to the client group, evening and/or Saturday work may be required. Outreach work will be required. ***We are keen to hear from people with experience and/or knowledge an interest in areas of support such as Digital Skills training / Income Maximization / Self-employment / Housing Advice and Employer Engagement/partnerships.***  |
| **Overall Objectives** |
| To contribute to the implementation of the agreed work plan. To work as part of a team in developing a holistic service, based on the Project’s target area that will assist people to:* Identify issues and find solutions to their own needs.
* Work together in taking action on the issues identified, which affect their lives.
* Link in to and participate in opportunities, activities and programmes becoming available through Community Renewal or through other organisations within Edinburgh.
* To identify suitable job ready clients to support into employment and maintain an active caseload to help meet individual and team targets. Responsible for managing a caseload (typically up-to 100 service users at any one time).
* Support and encourage people to make changes to benefit themselves, their longer-term job and career aims and advocating on their behalf if required.
* 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.
* To help promote Community Renewal services as appropriate by various means.
* Engaging people through marketing, door-knocking and visiting workplaces.
* Engaging employers one-to-one, through umbrella groups, e.g. Chamber of Commerce, FSB, Sector Skills and running events.
* Regular one-to-one case management
* Delivering and arranging training and group sessions
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| **Key accountabilities**  |
| * Working with the Service Manager/Project Lead to ensure that services are delivered effectively, and all resources are utilised to best effect.
* To monitor and evaluate own performance and outcomes whilst always working within the ethos and values of Community Renewal.
* 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.
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| **Role Requirements** |
|  | **Essential** | **Desirable** |
| **Experience** | * Employability experience and/or 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
 | * Experience or knowledge in specific client need areas such as digital skills training/ income maximisation / self-employment / employer engagement / housing advice
* Ability to run training with small groups on topics such as CV development, customer service, interview skills
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| **Qualifications** |  | * Educated to Degree level or equivalent. Careers Guidance or Counselling qualification, OR Extensive experience of guidance/advisory work in a community setting
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| **Knowledge/Aptitude** | * Ability to organise information and track clients progress
* Excellent and demonstrable communication skills
* Ability to manage time and juggle multiple demands
* Ability work to targets and project objectives
* Commitment to continuous professional development
* Excellent Information Technology skills
* To professionally represent the organisation at meetings and events, as and when required
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| **Person Specification** |
| **Knowledge and skills** | * Communication skills with the ability to engage and work with clients, staff, key stakeholders, employers
* Resilient and capable of managing potentially stressful situations whilst presenting a calm, capable and reassuring presence to clients
* Knowledge of the needs of the target group
* Good negotiating skills
* Knowledge of the community support organisations in the local area
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| **Experience** | * 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
* Employability support – job coaching, cv development, interview skills
* Experience of IT systems
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| **Attitude and approach to work** | * 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
* 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
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| **Service Focus** | **Service provision** * 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.

**Recording and monitoring*** Comfortable working with a wide range of management information; able to interpret and produce reports where required.
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| **Interpersonal****Skills** | **Working with others / Leadership*** 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 contribute to the team

**Communication*** Outstanding communication and interpersonal skills, both written and verbal.
* Confident at presenting information in a variety of situations and to different audiences

**Equality and Diversity*** A demonstrable commitment to equal opportunities and diversity, including a commitment to co-production.
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| **Commitment to the Organisation** | **Commitment to organisational goals*** An authentic and demonstrable commitment to the Vision, Mission and Values of Community Renewal.
* Willingness and ability to take ownership of issues and find workable solutions

**Embracing change*** Open to and supportive of change and new ways of working.
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| *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.* |