

Access to Industry Application Pack

Post: Caseworker

Project: EnCompass

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



Job Description



Job Title	Caseworker	Accountable to	AI Management Team
Working Hours	35 hours per week	Location	Edinburgh
Salary Scale	£23,000 - £26,000	Length of Post	ongoing
Programme		Project	EnCompass

About the Role: An opportunity has arisen for AI to recruit a dynamic, enthusiastic individual who is able to work creatively within our EnCompass Team. You will be skilled in managing a caseload, working one to one with people around goal setting and working with them to achieve these goals. You will be experienced in delivering group work and work collaboratively with external partners.

KEY Responsibility areas will include:

Service Delivery

Case Management – EnCompass project is a small team based in our 156 Cowgate base, which provides education, training, and employability support to people with 'complex needs' – specifically those who have a history substance misuse, offending, and homelessness. Supporting clients who are in 'recovery' from drug/alcohol use, and/or have recently left prison or are under criminal justice social work supervision.

EnCompass staff use creative methods to support clients to build their confidence and towards positive destinations – employment, education, and training. Our new Caseworker will provide support and guidance around disclosure, CV creation and interview preparation.

Staff use our established timetable of Edinburgh College courses but are also encouraged to create new opportunities suitable for our client group.

Service delivery is currently offered both face to face and over digital platforms, with certain outreach responsibilities, to collaborate effectively with partner organisations and their clients. Key to this role is a strong, professional approach to managing relationships with both referring partners and those providing opportunities.

The Caseworker will manage their caseload of clients via 1:1 meeting and be comfortable delivering support in a group work setting.

You will also play a part in supporting wider team of Access to Industry operations, 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.

You will be able to demonstrate progressions through gathering relevant evidence required by funders.

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.

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 work	Experience within addiction and/or criminal justice fields
	Demonstrable ability to monitor own progress to ensure outcomes are being achieved.	
	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 and enthusiastically with internal and external colleagues and partners.	Awareness of trauma informed practice and the impact adverse experiences can have on some peoples' attitude to learning
	Excellent written skills and experience of writing case notes and case studies for funders and management	
	Excellent IT skills and ability to use Outlook email system, electronic spreadsheet, and MIS database systems to ensure effective monitoring and evaluation of this service.	Experience of working within an employability/education environment
	Experience of organising using digital platforms (teams, zoom)	
Additional Requirements	You will have a pragmatic approach towards people with criminal convictions (including sexual offences) and be empathetic to AI client groups in general.	
	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 to achieve both your own and the team's goals.	



AI Information

EnCompass is one of AI's flagship employability services which focusses on Education, training and employability for unemployed adults living across Edinburgh. The project specialises in supporting people to overcome barriers that are preventing them for progressing into positive destinations. Our main cohort of clients are people in recovery from substance use, offending and homelessness. We understand that what underpins these issues can be related to trauma and poor mental health.

Our work is delivered through trauma informed person-centred practice and we work holistically with our clients to ensure nothing is missed. We work in partnership with Edinburgh College to provide a community college within our Cowgate Premises.

EnCompass is funded through City of Edinburgh Council and is managed by Capital City Partnership. We use Caselink Management toolkit to record and evidence all support. Caseworkers hold a caseload of 40 clients per year. Current contract period is 3 years +3.

Staff Development

Access to Industry support 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 to we can best support our staff to meet our client needs. On joining AI, as part of your initial induction your training may include:

- Mental Health First Aid
- Motivational Interviewing
- ASSIST – Suicide Prevention Training
- Live Life to the Full Training
- Conflict resolution – de-escalation

COVID 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. We are offering in-person appointments in our Cowgate office or in outreach. Our Edinburgh College courses are currently being delivered through blended learning with some in-person and some online classes.

We constantly review our practices in view of guidance.



How to Apply

Caseworker - EnCompass

Application is through a CV and a Supporting Statement.

- All applications should be marked 'CONFIDENTIAL: 'Caseworker - EnCompass'.
- CVs 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: Midday Monday 29 November 2021
- Interviews will be held in Edinburgh on: Thursday 9 December 2021

Applications should be sent to:

Email: finance@accesstoindustry.co.uk

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



Terms and Conditions of Employment

Caseworker - EnCompass

Salary

Salary for this post will be £23,000-£26,000. Appointment dependent on experience. AI operates an auto enrolment pension. AI 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. Some evening and weekend work may be required.

Equality and Diversity

Access to Industry work towards the three aims of The Equality Duty 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, 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.