# Job Description Employability Co-ordinator

**The Job Details**

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| Job Title: | Employability Co-ordinator |
| Salary: | £25,000 |
| Pension: | 5% of salary subject to Staff Policy Conditions (see Staff Handbook) |
| Conditions: | Refer to Staff Handbook for full details |
| Holidays: | 32 days for full year January – December comprising 28 days + 4 fixed public holidays. All pro-rata for part years and part-time hours |
| Hours of work: | 35 hours per week. A Time-Off-In-Lieu system operates for any additional hours worked or the normal working day is altered. |
| Place of Work | Hybrid i.e. mix of from home and office (based in Milngavie) although visits will be mostly in the homes of carers throughout East Dunbartonshire |
| Probationary Period | 4 weeks and then 3 months |
| Notice Period: | As per Contract |
| Contract Period: | 1 year in the first instance although potential for extension if further funding is successfully applied for. |
| Responsible to: | Head of Services |
| Responsibilities: | Project Volunteers |
| Screening: | In working with Carers as part of your normal duties, you may be having one-to-one unsupervised access with a child or an adult at risk in a variety of settings including the individual’s own home. In addition, as part of your normal duties you may be working with Volunteers and Carers with their own Additional Support Needs. This post is therefore subject to satisfactory references and membership of the **Protecting Vulnerable Groups Scheme (PVG Scheme).** |

**The Organisation**

Carers Link wants to see carers of East Dunbartonshire have the best possible quality of life, through help and support for their caring role and the opportunity to pursue their own needs, interests or work.



We are passionate about supporting carers because as staff, we’ve been there. Some of us are carers now, whilst the others have been carers in the past. Quite simply, we get it. We know the tiredness, the guilt, the frustration, the loneliness, the sadness that can all come with caring responsibilities. But we have also seen a community of carers grow locally over the last 15+ years, sharing in their support of one another, sharing in their laughter, in their tears and sometimes both at the same time.

This shared experience is one of the things that makes Carers Link TRUSTED. Carers share so much of themselves with us because they trust us – not just to keep information confidential but to be there for them and to do what we say we will.

**The Job**

There will be a minimum of 50 beneficiaries of the project. Each of these will be carers – an adult caring for example for parents or spouse, a parent carer supporting a child with additional needs or a young adult carer aged 16-25. They will all be looking after a family member, friend or neighbour who needs help because of an illness, disability, physical or mental health problem, addiction or frailty of age. Either the carer or cared for person will live in East Dunbartonshire.

Participants will come from a caring situation although many will face other barriers that impede their learning and employability prospects.

Young adult carers face the possibility of leaving school early and without formal qualifications, with no clear direction. In addition, they may be living in a jobless household or with parents on low income and lack the motivation or support to seek out higher/further education and employment for themselves.

Despite perceived affluence of the local authority many carers in East Dunbartonshire come from deprived communities, where lack of opportunity impacts future education and employment and the sometimes rural location brings difficulties such as, the financial cost of travel and access to transport services.

Adult carers face similar obstacles because of their role as a primary carer for a parent, partner, sibling or child. Because caring is a full time job in of itself, carers may never have had the chance to complete their own education, train or gain work experience. This results in low skilled carers with no or limited work experience who are essentially under employed and therefore at a disadvantage from the very beginning when it comes to gaining employment. Others have had to give up work or a career to support a child with additional needs, and may now be looking to return to the workforce as their child grows up or as home life settles.

The project **No Carer Left Behind** will help bridge these gaps and support carers of all ages increase confidence, access resources and feel equipped to stay in education, train or retrain, gain and retain employment.

**Your role** is therefore to support carers into employment, training and further education. You will assess carers’ needs, providing a person-centred approach to enable clients to move forwards through individual action plans. This is a role where you can really make a difference, building a partnership throughout their journey with ongoing reviews. The role will be varied; managing a case load you will have the opportunity to utilise your skills in a number of ways from interview coaching to supporting clients with applications, building confidence throughout the process to increase skills and job readiness.

The job description will be supported by objectives as agreed within the service specification and organisational business plan. *Please note that some elements of the role may need to be adapted to follow social distancing/coronavirus restrictions.*

**The Tasks**

## Delivery of Carer Pipeline

* Establish referral processes for adult and young adult carers – both internally within Carers Link and with wider voluntary, employability and statutory sectors. Also provide option for self-referral.
* Develop and implement Employability Support Plans incorporating goals and actions that will determine individual plans. These should assess skills, work/volunteer history, potential job areas, identify any barriers and document solutions and goals.
* Complete Young Carer Statements (YCS) or Adult Carer Support Plans (ACSP) as appropriate, to determine needs with regards to their caring role. Liaise with statutory bodies (if required) regarding the implementation of the YCS/ACSP and work with the family to explore alternative care or steps they can take to better manage and/or share the care provided.
* Provide effective on-going assessment and review to ensure clients achieve agreed objectives for targeted activities throughout their journey
* Develop and deliver a series of basic job-search courses covering CV writing, job application and interview skills.
* Arrange additional employability training for carers as appropriate to their job search goals; tasters, short courses and specialist help
* Liaise with East Dunbartonshire Voluntary Action (EDVA) regarding volunteer opportunities and with providers regarding apprenticeships and work placements.
* Develop volunteer internships within Carers Link combining learning and experience for future job searches.
* Work with employers interested in achieving the Carer Positive Award or to simply understand the needs of carers as employees.
* Once in employment or further education, provide ongoing support as required, liaising with Student Support Advisors or Placement organisers as appropriate.
* Provide guidance to working carers on how best to approach employers regarding concerns or issues that affect their employment.
* Ensure at all times that that accurate and up-to-date files for Carers are maintained.

## Additional Tasks

* Participate in the Advocacy Team’s ‘duty’ system as required to ensure adequate cover to respond to telephone queries.
* As and when required, assist in the screening of new Carers to the organisation, identifying their needs in relation to the services Carers Link has to offer and signposting and referring to partnership organisations as appropriate.
* Work with the Information Co-ordinator to promote and publicise activities to Carers and to people working with Carers through, for example, the ‘What’s On’ newsletter, e-bulletin, website and social media.
* Attend organisational/service meetings as required or requested (including delivery of presentations and exhibition stands) such as meetings with local authority, local HSCP, placement providers or other voluntary/community organisations.

## Volunteer Involvement

* Work with the Office Manager to help recruit and train appropriate volunteers.
* Ensure Volunteers involved in the project are supported to carry out their roles by providing day-to-day support, guidance and practical resources or instruction.
* Be responsible for the day-day organisation and support of any project volunteers, and for carrying out more formal supervision if required.

## Administrative Functions

* Implement such **administrative processes** as necessary to deliver the project. This will include recording systems (e.g. records about individuals, general issues, numbers using the project, etc.) and outcome evaluation.
* Utilise the organisation’s **database** to its maximum potential in the planning, co-ordination and recording of activities. Ensure that accurate and up-to-date files (for activities and Carers as applicable) are maintained
* Ensure **evaluation processes** are in place for all aspects of the project to ensure **monitoring and reporting** on each area to Board Members and funders. Provide timely and accurate reports and statistics as required.

## Organisational Responsibilities

* Be led by the Operational Manager and CEO in the delivery of the projects aims and objectives.
* Be aware of the Vision, Mission, Values and Objectives and work in a manner to reflect these.
* Adhere to agreed budgets and timescales.
* Work within the policies, principles and good practice of Carers Link, in particular adhering to confidentiality at all times in relation to information accessed through role involvement.
* Make effective use of training opportunities made available.
* Any other task that may be reasonably requested of the posts.

**Person Specification**

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| **Shared Experiences** | **Essential** | **Desirable** |
| Personal experience of being a Carer or Young Carer |  | **✓** |
| An understanding of the issues faced by carers | **✓** |  |
| Experience of working with/supporting Carers |  | **✓** |
| Experience of supporting individuals or families |  | **✓** |
| **Values** | **Essential** | **Desirable** |
| Be true to your word - Be honest and act with integrity, deliver what you say you will do (but don’t promise what you can’t) | **✓** |  |
| Recognising individual circumstances – Treat people with dignity and respect, whether carers, staff, volunteers or partner organisations | **✓** |  |
| Time for you – Be willing to have a cup of coffee with someone (virtual or otherwise), chat and importantly, listen | **✓** |  |
| Embracing change - Have a positive, energetic and ‘can do’ approach. Be creative at problem solving. A sense of humour helps too! | **✓** |  |
| Do your best in all that you do – Have high standards in the quality of your work whether supporting carers or typing up notes on the database. Always seek to continually improve what you do and contribute to the improvement of the organisation | **✓** |  |
| Be a team player and support your colleagues to ensure goals are met | **✓** |  |
| Behave in a way which builds a strong reputation for Carers Link | **✓** |  |
| **Specific Skills/Knowledge** | **Essential** | **Desirable** |
| Proven ability to motivate, empower & support people to achieve goals | **✓** |  |
| Knowledge of the employability landscape (especially locally) | **✓** |  |
| Able to think creatively to help carers to set realistic goals – and reach them | **✓** |  |
| Excellent communication skills with both strategic partners and programme participants - able to negotiate, build relationships & advocate for people | **✓** |  |
| Able to work autonomously and - at times - remotely | **✓** |  |
| **Specific Experience** | **Essential** | **Desirable** |
| Experience of working with adults or young people (15-25) with barriers to employment | **✓** |  |
| Relevant industry experience such as recruitment, employability, career services. | **✓** |  |
| Experience of organising and delivering training | **✓** |  |
| Experience of networking or liaising with other agencies | **✓** |  |
| Experience of working with Volunteers |  | **✓** |
| **General Experience or Skills** | **Essential** | **Desirable** |
| Knowledge of local community/East Dunbartonshire |  | **✓** |
| Ability to drive and have access to a car. |  | **✓** |