

Access to Industry Application Pack

Post: Caseworker

Project: EnCompass Housing Pilot

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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	Location	Edinburgh
Salary	£27,560	Length of Post	March 2025
Programme	City of Edinburgh Council (CEC)	Project	EnCompass

About the Roles: An exciting and unique opportunity has arisen for AI to recruit an enthusiastic self-starter to embark on a new and exciting pilot project. The project will work in partnership with City of Edinburgh Council (CEC) Housing colleagues to develop and deliver pathways of support to people who are at risk of losing their tenancies, or are currently residing within homeless accommodation. It will develop their confidence and skills in order to progress them into further learning and employment, thus increasing their chances for more secure and sustainable accommodation. The role will be co-located within council offices and will operate citywide.

Key Responsibility areas will include:

Service Delivery: Your clients will be people who are currently living in temporary accommodation, people at risk of losing tenancy due to being an unsecured tenancy or have fallen into financial difficulties and have been served a notice to quit. Working within housing services, you will be embedded into the council teams where you will receive referrals and carry out initial assessment with clients over the phone, followed by face-to-face client engagement across the city. You will utilise other council premises and AI premises. Support aims to assist clients to improve their opportunities for sustainable housing, as it will build their eligibility for mid-market rentals. Training and support will be offered to you around rights-based approach and current housing legislation.

Case Management: You will provide one-to-one holistic support to people with housing needs. You will work with clients to create an action plan and set goals. You will build confidence and employability skills through enabling access to AI's community college classes and developing group work that will focus on employability and skills-based learning. The aim is to progress people into further training or employment. You will meet regularly to support achievement and focus meetings on goals.

Skills and Learning Group Work: You will contribute to the Cowgate-based EnCompass team's development and delivery of therapeutic and skills-based group work programmes – building on current group offerings, including CSCS training; Driving Theory; employability skills; and digital skills. You will support your clients to access accredited learning through AI's partnership with Edinburgh College and our own SQA-accredited Learning Centre.

Relationship Management: Key to this role is a strong, professional approach to managing relationships with both housing colleagues and AI colleagues, alongside those providing opportunities for our clients.





Outcomes: You will support clients to achieve project outputs and outcomes, part of this will be ensuring that evidence of outcomes is achieved in line with funder requirements.

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

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.

Quality Assurance & Management Systems: You will maintain excellent records and will maintain case management through use of the City's Management Information System, Helix. Training will be provided.

Health and Safety & 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. You will ensure that our internal Communications Officer receives updates, helping make sure that our social media presence is current across our digital platforms.

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	Educated to Degree level or relevant background.	A qualification in Career Guidance, Community Education, Housing or Law.
Knowledge and Experience	Experience of casework – including goal setting, action planning and barrier removal work.	Experience within housing/homelessness.
	Demonstrable ability to monitor own progress to ensure outcomes are being achieved.	Experience of delivering training either face-to-face or online.
	Ability to motivate and engage people to progress into positive destinations.	Awareness of trauma-informed practice and the impact adverse experiences can have on some peoples' attitude to progression.
	Target-driven and able to cope with working flexibly with a diverse caseload.	
	Have excellent communication skills working effectively and enthusiastically with internal and external colleagues and partners.	Experience of working within an employability/education environment.
	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.	
Additional Requirements	You will have a pragmatic approach towards people with complex health and social care needs 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 prevent them from progressing into positive destinations. Our clients are people in recovery from substance use, offending and those with insecure accommodation. We understand that what underpins these issues can be related to trauma and poor mental health.

We have been contracted by City of Edinburgh Council Housing and Homelessness to undertake a new and ambitious pilot project to engage with unemployed people who are currently at risk of losing their tenancy through financial insecurity or through being in private rented accommodation that is now being sold. People will also be living in temporary accommodation, classed as homeless but have been living in the same accommodation for several months or years, but the accommodation is not secure. Building relationships is also key to Encompass's success, and success of the pilot.

Through working with this cohort of clients you will motivate them and support them to build confidence and skills that will enable them to feel able to progress into education or employment. Through this model people will become eligible for wider scopes of housing through mid-market opportunities and for accommodation with higher costs that would not be managed through UC alone – this can either be additional bedroom allowance or service charges.

All AI 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 Helix case management system to record and evidence all support. Caseworkers hold a caseload of 40 clients per year. Current contract period for the pilot is until March 2025.

Staff Development

AI 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 so 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
- Living Life to the Full training
- Conflict resolution – de-escalation
- Train the Trainers



How to Apply



Caseworker – EnCompass Housing Pilot

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 noon Monday 30 October 2023.
- Interviews will be held in Edinburgh on Thursday 9 November 2023.

Applications should be sent to:

Email: admin@accesstoindustry.co.uk

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



Terms and Conditions of Employment

Caseworker - EnCompass

Salary

Salary scale for this post is £27,560-£28,600. 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. Following 3 years of services AL rises one day per year to a maximum of 30 days.

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 become a member of the relevant PVG scheme.

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 named 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 ethnicity, religions and 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 six 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 GP 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 five working days. However, depending on the complexity of the complaint and availability of external agencies, it may on occasion 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.

