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| **JOB TITLE:** | Employment Support Worker  |
| **RESPONSIBLE TO:** | Employability Services Manager  |
| **SALARY / GRADE:** | £23,845 to £24,568 pro rata, dependent on experience |
| **HOURS:** | 35 hours per week |
| **LOCATION:** | Westburn Centre and any Inverclyde location where the Trust runs |

## Overall purpose of the post

The main purpose of the role is to support our clients into employment, training and further education. Working closely with our training and recruitment departments you will assess clients’ 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 with your clients throughout their journey with ongoing reviews, giving clients access to our drop-in facilities for job search to the introduction of basic IT skills where appropriate. The role is 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.

**Main duties and responsibilities**

**1. Operational**

*Responsible for:*

* To deliver employment support as directed by your Line Manager, ensuring that the employment support needs of all programme clients are met and that the provision delivered is quality assured & contract compliant.
* To arrange employability training for clients as appropriate to their job search goals; tasters, short courses and specialist help.
* To conduct individual and group registrations, assessing skills, work history, potential job areas and identify any barriers, encourage participation and provide information on current programmes.
* To assist clients in the production of ‘SMART’ (Specific Measurable Achievable Realistic & Timebound.) plans of activity, which will include a range of activities such as; job search with activity logs, CVs, interview skills and techniques, achievement of qualifications and such.
* To provide effective on-going assessment and review to ensure clients achieve agreed objectives for targeted activities throughout their journey with the Trust.
* To ensure the progression of clients though the promotion of Personal Development & Vocational training opportunities in line with action plans agreed.
* Liaise with our recruitment team to identify appropriate vacancies, job matching and referring clients to vacancies and building client confidence when preparing and taking part in interviews.

**2. Performance targets**

 To meet all performance targets as described below:

* To achieve all individual & integrated targets across contract service delivery as designated through supervision process
* To ensure robust timeous data is appropriately recorded for extraction, report & analysis and that no information held independently of Hanlon MIS
* To ensure recorded data is accurate, accessible in Hanlon (MIS) coded in line with glossary of activities & classifications and input weekly at designated time
* To produce weekly caseload report in format provided at weekly team meetings and monthly supervision
* To attend & contribute effectively to weekly, monthly & quarterly team meetings to ensure prioritisation of workloads and management of caseloads.
* To deliver/promote programme services, as and when required within contracted hours via outreach
* Requirement to work towards relevant role related qualifications

**Person specification**

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|  | Requirements |
| Education / Training  | * HND level or above or equivalent work experience
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| Knowledge / Technical Skills | * Ability to provide a customised delivery of service to meet the needs of clients and have the ability to provide employment support services such as cv writing, support with action plan to meet the clients action plans.
* PC and systems literacy with good knowledge of office 365 such as Word and be able to utilise digital technology such as zoom.
* Have utilised client database systems if possible although training will be given
* Understand data protection parameters and remaining compliant in terms of GDPR
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| Experience | * Relevant industry experience such as recruitment, employability, career services. Have the aptitude to provide career and employability services to support clients
* Experience of working in a fast paced, quality driven environment
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| Competencies | Possesses:Communication* Excellent written and oral communication skills, with high attention to detail
* Able to adapt communication style in line with those of the client and put a client at ease
* Able to assimilate client information to provide relevant documents such as cvs, covering letters and help prepare clients for interviews
* Highly developed interpersonal skills – able to understand how to support a client in the right way to meet action plans agreed.
* Be willing to share knowledge with others

Organisational and Planning Skills* Able to manage own caseloads to meet the demands of the contract
* Ability to plan ahead and prioritise workload

Personal Aptitude* Collaborative approach, able to work as part of a team as well as on own
* Value add attitude – able to use own initiative for the benefit of the department
* Ability to demonstrate and keep up to speed on labour market trends

Customer Service* Provide a person centre approach to enable our clients to progress through the employability pipeline whilst developing skills and confidence
* Understand the marketplace and be able to highlight opportunities for the benefit of our clients
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| Behaviours | **Tailors their approach*** Adapts their method of communication and message to suit a specific audience
* Uses their understanding of others to tailor and choose the approach that will have the greatest impact

**Supports the team*** Team orientated, flexible, willing to help team members when necessary
* Shares information and knowledge to benefit all team members
* Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the Trust achieving its purpose

**Gathers information*** Demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation
* Asks relevant questions of the people who are in the position to respond, such as people who are directly involved

**Sees multiple connections*** Defines the desired outcome by breaking the situation down into component parts(such as breaking down stages in action plans)
* Identifies trends and questions inconsistencies in information / data
* Anticipates obstacles, thinks ahead about next steps and contingencies
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| Additional requirements | * Ensure anti-discriminatory practice and promote diversity
* May be required to work additional hours during busy periods
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