# Job Description

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| **Job Title** | Citywide Caseworker – Employment specialist |
| **Location** | Edinburgh. This role will be based at Community Renewal Trust’s Pennywell Office but will include outreach work co-locating with partners (e.g. SDS, community organisations, DWP) and attending events (e.g. job fairs) |
| **Salary banding** | Full Time salary B2, 3-5 £26438-28397 |
| **Additional benefits** | * Employer pension scheme
* Employee Assistance Programme (e.g. includes independent counselling, advice, legal support etc)
* Staff Representatives Forum for employee voice
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| **Contracted hours and FTE hours** | 28 or 35hrs per week |
| **Report to** | Neighbourhood Manager |

## IntroducING Community Renewal Trust

Community Renewal Trust is a values-led, dynamic and innovative organisation at the cutting-edge of work towards ending persistent poverty in Scotland. With 45 staff in three neighbourhoods and running two social enterprises there is always lots of impact and interesting learning.

Our work always places people and communities in the lead: listening to them, identifying their strengths, supporting them on their terms, and building their capacity to flourish.

Community Renewal Trust works by engaging and forming trusting relationships with individuals, whole families and whole communities together then supporting them by combining holistic case management (e.g. around income, work, health, wellness) with community development (e.g. forming new community activities/groups).

A set of core values guides all the work of Community Renewal:

* TRUSTING – Our impact is built on choosing to place trust in people.
* TRUSTWORTHY – Our trustworthiness is what makes our relationships grow.
* LEARNING – Our charity is about learning so we celebrate success but also appreciate failure
* BUILDING ON STRENGTHS – Our aim is always to build on strengths: we reject paternalism
* ALONGSIDE COMMUNITIES – Our aim is always to stay alongside people for as long as it takes.
* ACHIEVING PREVENTION – Our choice is to be proactive so we can achieve prevention, build resilience and find the right people at the right time.
* INSPIRING TRANSFORMATION – Our focus is always inspiring towards transformation, rather than incremental change.

## Role summary

The role will be as part of our Citywide Next Step Team specialising in providing employability and welfare advice support to people presently facing unemployment and who are actively seeking to return to work. The successful applicant will be working with clients across the city both in community settings and remotely taking an active role at job fares and setting up training sessions for clients. We are keen to hear from people with experience in Employer Engagement.

## objectives

To contribute to the implementation of an agreed work plan for Next Step Edinburgh and Community Renewal Trust more widely. To work as part of a team including taking a leading role in developing and delivering a high quality employability service, across Edinburgh.

### Employment Support Specialism (approx. 65%)

* Maintain an active caseload of clients whom you are supporting towards and into employment. Responsible for proactively managing a caseload without creating dependency and allocating your limited time to those where your work is best able to make a transformative difference.
* Support, inspire and encourage people to themselves make changes to improve their lives, their longer-term job and career aims and advocating on their behalf if required.
* Supporting and encourage people to maximise their income including welfare benefits, this includes conducting better-off-in-work calculations, giving an overview of benefits and referring to specialist benefits advisers.
* Regular one-to-one case management in-person, online and/or by phone.
* Identify issues (so called “barriers to work”) and co-produce with the client action plans to address the priority issues they face.
* Delivering training and group sessions around employability skills or similar.

### Community Engagement and Partner Relationships (approx. 10%)

* Engage in team activities to reach community members to identify suitable clients to support towards and into employment.
* Create and maintain trusted relationships with other partners in Edinburgh who can offer specialist support for your clients.
* Link in to and participate in opportunities, activities and programmes becoming available through Community Renewal or through other organisations within Edinburgh.
* Liaise and help set up trusted relationships to link with local and city-wide services and referral agencies such as Job Centre Plus, Colleges and Volunteer Centre, etc.
* Assisting in the delivery of job fairs or other events with attention on finding new employer opportunities or suitable clients.
* Work with partners and colleagues during collocation (e.g. in SDS premises in city-center).
* Engaging people by supporting marketing, community events or other outreach activities
* Engaging with employers one-to-one, through umbrella groups, e.g., Chamber of Commerce, FSB, Sector Skills and support in the running of events.

### Reporting and Administration (approx. 20%)

* Complete registration process accurately for all eligible clients (including supporting wider team in this activity beyond your own caseload).
* Proactively collect evidence from clients and employers and use this to ensure database records are accurate and up to date at all times including correcting any errors or gaps in a timely manner.

### Other requirements (approx. 5%)

Objectives:

* Your manager may ask you to get involved in other activities as needs required.
* To help promote Community Renewal Trust services as appropriate by various means.
* Follow organisational values and engage in activities around promoting values, learning/reflection meetings and developing strategies.

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## Role requirements/person specification

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| **Essential Experience**  | * Employability experience and/or working holistically with a caseload of clients one-to-one to improve their lives.
* Experience of undertaking outreach and developing relationships with individuals and groups
* Experience of creating new and updating existing CVs, and supporting people with job search including applications written and online
* • Ability to run training with small groups on topics such as CV development, customer service, interview skills.
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| **Desirable experience**  | * Experience or knowledge in income maximisation
* Experience or knowledge in employer engagement
* Experience or knowledge in working with people from diverse communities such as refugees, people whose first language isn’t English, people from the LGBT+ communities
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| **Essential Qualifications** | * No essential qualifications
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| **Desirable 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.
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