

Job Description - Employability Caseworker

Job Title	Employability Caseworker 28 hours per week
Location	Edinburgh.
Salary banding	£26,499 to £29,557 Hours Full Time equivalent Pro Rata for 28 hours £21,199 to £23,645 (Band B2-2 to B2-5 (New start anticipated towards bottom of band, but negotiable based on experience))
Additional benefits	• Employer pension scheme • Employee Assistance Programme (e.g. includes independent counselling, advice, legal support etc) • Additional welfare days scheme • Staff Representatives Forum for employee voice
Contracted hours and FTE hours	Contracted hours 28 hours per week Full-time equivalent 35 hours per week
Report to	Careers and Employability 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.

Community Renewal Trust works among deprived communities to develop, deliver and share better approaches to proactively find the right people in the right places where transformative and empowering work can make the most difference. These approaches always place 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 alleviates poverty 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). This work is about testing change which can inform policy, be scaled up or replicated to achieve a much greater impact than our direct delivery alone.

ROLE SUMMARY

The role will be part of our Next Step Employability Team, specialising in providing tailored one-to-one and group support to people who are currently facing unemployment and actively seeking to return to work. As an Employability Caseworker, you will work closely with individuals to understand their skills, aspirations, and barriers, helping them build confidence and take positive steps towards sustainable employment.

We are looking for someone who is approachable, empathetic, and resilient, with excellent listening and communication skills. The role requires a positive and encouraging attitude, alongside the ability to motivate others and maintain a solution-focused approach. You will need to be organised and adaptable, able to manage a varied caseload while providing personalised guidance and practical support.

This is a rewarding role for someone who enjoys helping others achieve their goals and is committed to making a difference in people's lives.

OBJECTIVES

These objectives will be reviewed at a six-month probation meeting and then in annual appraisals. At such appraisals, additional or alternate objectives may be mutually agreed.

Employability Support

Support the delivery of Next Step Edinburgh's employability plan, and the wider goals of Community Renewal Trust. Work with colleagues to provide a high-quality service.

Employability Support

- Manage a caseload of clients, supporting them on their career and employment journey.
- Provide the right level of guidance without creating dependency, and focus your time where it can 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.
- Provide regular one-to-one case management in-person, online and/or by phone.
- Identify issues ("barriers to work") and co-produce a client action with the client to address the issues they face.
- Deliver small training group sessions around employability skills or similar.

Community Engagement and Partner Relationships

Objectives:

- 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.
- Develop trusted relationships with local and city-wide services and referral agencies such as Job Centre Plus, education establishments, and Volunteer Centre.
- Assist in the delivery of job fairs or other events with attention on finding new employer opportunities or suitable clients.
- Promote marketing, community events or other outreach activities to clients and partner organisations, and engage with employers, Local Employability Partnership, and skills providers to source opportunities for clients.

Reporting and Administration

Objectives:

- Accurately complete the registration process for all eligible clients, and support the wider team with this task when needed
- Proactively collect evidence from clients and employers and use this to ensure database records are accurate and up to date at all times

Other Requirements

Objectives:

- Participate in other Community Renewal activities when required.
- Promote Community Renewal Trust wider services as appropriate by various means.
- Follow organisational values and engage in activities around promoting values, learning/reflection meetings and developing strategies.

Personal and Professional Development

Demonstrating a track record of continuous learning and personal/professional development is a requirement of this role and evidencing that this is being actively progressed must be presented at every appraisal.

Additional temporary Responsibilities

Please note that changes to this subsection would not constitute a change in job description

Role	Does this apply to this job?	Details
H&S Office Lead	No	
Business Continuity Lead	No	
Office First Aider	No	
Office Fire Marshal	No	
Line Management	No	
IT Administrator access	No	
Senior Management Team	No	
Office key holder	No	
Social media channel rights	No	
Loneworking permitted		YES

ROLE REQUIREMENTS/PERSON SPECIFICATION

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 small employability training groups •
Essential Knowledge / Aptitude	• Ability to organise information and track clients' progress. • Excellent communication skills • Ability to manage multiple demands.
Desirable experience	• Experience or knowledge of income maximisation • Experience of 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
Essential Qualifications	• None
Desirable Qualifications	• Educated to Degree level or equivalent. Careers Guidance or Counselling qualification, OR extensive experience of guidance/advisory work in a community setting