

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



Step Forward Tees Valley is funded by the European Social Fund and the National Lottery Community Fund

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Employment Support Advisor (Navigator) - SFTV
<b>REPORTS TO:</b>	Project Manager
<b>RESPONSIBLE FOR:</b>	Participants
<b>DELIVERY LOCATION:</b>	Middlesbrough (x1) & Redcar (x1)
<b>PRIORITY CONTACTS:</b>	Jobseekers, employers
<b>SALARY:</b>	Circa £21,500 per annum

### JOB SUMMARY

As a Navigator, you will manage a caseload of Step Forward participants and provide them with 1:1 support, helping them overcome barriers to employment and training. Responsible for comprehensive assessment and action planning of participants to assess motivation, and barriers to employment. Working closely with participants, Navigators will be responsible for supporting them through every stage of their journey, addressing barriers preventing engagement and introducing activities to support progression.

You will work solely on the Step Forward Tees Valley programme which is funded by the European Social Fund and The National Lottery Community Fund.

Step Forward Tees Valley is an exciting programme delivered across the five local authority areas of the Tees Valley, which aims to support people experiencing barriers and complex needs move closer toward work and training opportunities. Each local authority area has a team of navigators that will work with up to thirty delivery partners at any one time.

## KEY TASKS

### Main duties and responsibilities:

- Work with referral partners to promote Step Forward Tees Valley to the targeted participants
- Undertake participant eligibility check of all participants
- Carry out comprehensive initial assessment with all participants
- Develop with participants an action plan with clear goals, identified barriers and measures to overcome these barriers
- Regularly review the progress of participants using the Outcome Star Tool or a similar model
- Manage a participant caseload and review ongoing progress, liaising closely with the full range of specialist partners as appropriate
- Work in partnership and carry out joint key working in order to achieve improved outcomes for participants
- Support participants to access resources and services to increase their employability to help them achieve their goals
- Provide Information, Advice and Guidance and support participants with job search, application / CV writing and appropriate mock interviews
- Work with participants to address barriers towards engagement, referring in to specialist partners where required
- Promote volunteering opportunities, through partners, as a stepping stone to employment and training.
- Identify appropriate employment and training opportunities for designated participants
- Promote participants to employers and assist in the placement of participants into jobs
- Promote participants to colleges and training providers and assist in the placement of participants into further education and training
- Provide ongoing support to participants once they have been placed into employment to ensure sustainability
- Meet agreed performance targets
- Present a professional image of Step Forward Tees Valley at all times
- Ensure that all project recordings and management information systems are adhered to and kept in place
- Integrate, share knowledge and spread best practice with other Navigators, staff and partners with the Step Forward Tees Valley programme
- Maintain participant confidentiality at all time
- Be prepared to work creatively and flexibly, which may occasionally include evening and weekend work
- Work as part of a team, attend team meetings and participate in staff training and development.
- Assist in the implementation of administrative and financial control systems.
- Work within the organisations policies and practices
- To undertake other such duties as are deemed to be within the spirit of the post
- Management and supervision of allocated staff and/or placements, volunteers/temporary staff
- Provide support and direction to these members of staff to ensure they understand their roles so as to facilitate the achievement of the Trusts' objectives.
- Proactive performance management of staff via the Trusts' processes.

### *Performance Targets:*

- Conversion Rates : Starts, Jobs, Placement, Sustainability, Progression Routes
- Participants submitted to sourced vacancies
- Weekly Reporting Information

### *Quality Targets:*

- Quality control in line with European Social Fund
- Self-led audits and compliance actions
- Performance Management System
- Customer Service Standards

### Additional responsibilities

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout – remove for posts outside employment
- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.