

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE	Navigator (ROAD) – Employment Support Advisor
REPORTS TO:	Project Manager - ROAD
SALARY:	Circa £22,379 per annum
HOURS OF WORK:	37 hours per week
LOCATION:	Annfield Plain, Stanley, Co Durham – Covering areas of County Durham
DURATION:	Fixed Term until the end of June 2023

JOB SUMMARY

As a Navigator, you will manage a caseload of Reaching Out Across Durham (ROAD) participants and provide them with 1:1 support, helping them overcome barriers to employment by signposting into existing and new services as well as supporting them to access job search, employment, training and self-employment. Working closely with participants, Navigators will be responsible for supporting them through every stage of their journey, enabling participants to address their barriers and realise their aspirations.

Navigators will have experience of working in the welfare to work sector and have a good knowledge of County Durham and the voluntary and community sector. With excellent interpersonal skills, you will help participants become more confident and motivated to enable them to achieve their goals whilst at the same time ensuring a consistent and high quality service. As the majority of delivery will be delivered via outreach within the community a full driving licence and access to transport will be essential and Navigators may need to work outside of normal hours on occasion.

The role is fully funded by The National Lottery Community Fund and European Social Fund. You will work solely on Reaching Out Across Durham in partnership with 6 voluntary and community sector delivery partners.

KEY TASKS

Key Areas:

Key Responsibilities: Programme Delivery

- Undertake participant eligibility assessments and registration onto ROAD, maintaining participant confidentiality of sensitive information at all times
- Develop with participants' an action plan with clear goals, identifying barriers and aspirations, measures to overcome/achieve these and regularly review progress using the Outcome Star tool
- Support participants to access existing services to enable them to overcome barriers in relation to moving forward into either employment, training or job searching
- Work closely with other ROAD staff who will be providing health, wellbeing, financial, employability and digital activities to identify which activities are most suitable for each participant and provide support to enable them to access these activities.
- Support participants to develop appropriate professional and personal relationships.
- Provide Information, Advice & Guidance, support participants with job search, mock interviews and job matching
- Source volunteering opportunities both within the partnership and wider VCS
- Assist participants to successfully make the emotional and psychological transition to employment, training or job searching.
- Be proactive and look for solutions to enable the participant to attain their goals
- Ensure ROAD's performance management system is accurate and up to date and provide relevant reports when required.
- Deal with participant requests promptly and adhere to ROAD's policies and procedures including dealing with complaints in a timely manner.
- Integrate, share knowledge and share best practice with other Navigators, staff and partners to benefit the delivery of ROAD
- Work as part of a team, attend team meetings and participate in staff training as required
- Ensure compliance with Building Better Opportunities funding requirements
- Present a professional image of ROAD at all times.

Performance Targets:

- Conversion Rates : Starts, Employment, Placement, Training, Job Searching
- Weekly Reporting Information
- Caseload management
- Compliance adherence

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.