

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Employment Advisor
REPORTS TO:	Project Manager
RESPONSIBLE FOR:	No direct reportees
HOURS:	Full Time – 37 hours per week
LOCATION:	Carlisle

JOB SUMMARY

Working as a member of the Employment Team you will engage on a 1:1 basis with our employment programme participants, establishing and maintaining excellent relationships to understand and meet their individual needs. You will develop personal action plans which enable movement of these people towards and into further sustainable employment.

You will work in a friendly, busy employment team environment to ensure programme performance targets are consistently achieved to meet requirements of the allocated contract. Please note this role is office based with very limited opportunity for home working.

KEY TASKS

Key Responsibilities: Caseload Management

Engagement:

- Responsible for engaging within local communities, Local Employers, Job Centres and other local Providers/Stakeholders
- To carry out participant Interviews checking eligibility and suitability for the contract

- Maintaining the positive engagement of participants through-out their engagement on the programme

Assessment:

- To carry out the delivery of participant Induction sessions in line with their individual needs
- Identifying an individual's barriers and sign posting to relevant support as required
- Recognising additional support needs to benefit the holistic development of the programme

Action Planning:

- Provision of Information Advice or Guidance and support
- To carry out regular and informative participant reviews
- To support the individual in goal setting and monitoring the participant activity

Participant Journey:

- Identifying and sourcing internal & external support - e.g.: training, health & wellbeing, digital inclusion
- Presentation of employability sessions to include Job search activity, interview techniques
- Obtaining and responding to participant feedback

Recruitment:

- Sourcing opportunities with employers' volunteering/vacancies
- Job matching participants and pre – screening
- The provision of aftercare and retention to sustain employment

Quality & Compliance:

- Adhere and contribute to Matrix and Merlin standards
- Lead effective integration of quality coordination and improvement in centre, in line with contract agreement, minimum service levels and MI systems
- Work towards Groundwork performance management systems promoting changes and implementation with staff

Performance Targets:

- Caseload Management
- Conversion Rates: Starts, Jobs, Sustainability, Progression Routes
- Employer engagement
- Weekly Reporting Information

Quality Targets:

- Performance Management System
- Customer Service Standards

Additional Requirements:

- 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.
- 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 as and when required
- Any other duties commensurate with the level of the post.