

JOB DESCRIPTION

TITLE: Employment Support Specialist

POST NO:

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DEPARTMENT: Luton Adult Learning

DIVISION: Inclusive Economy

RESPONSIBLE TO: Programme Manager

GRADE: L6

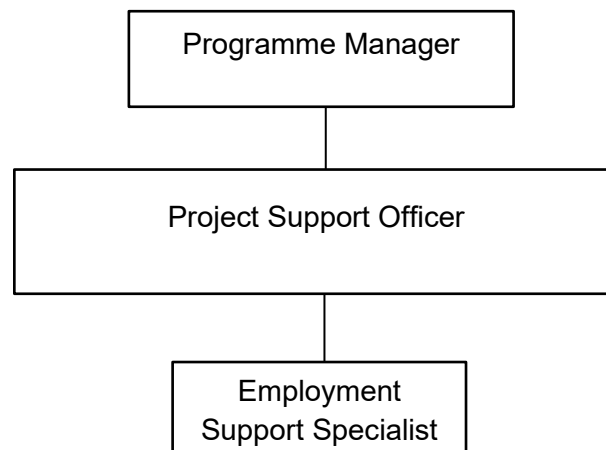
PURPOSE OF POST:

Working with people who have complex barriers to employment, you will:

1. Engage with participants in person to design, implement and maintain effective vocational profiles and pathways. To have knowledge of or a willingness to be skilled up in IPS and SEQF delivery aligned to supported employment. The individual will be able to demonstrate knowledge of supporting and empowering individuals and their families with complex needs.
2. Identify, assess and action appropriate training strategies, based on skills gap analysis.
3. Offer advice, support, and guidance through assessments and the implementation of tailored support plans that are specific to individual needs. The individual will have knowledge or be willing to learn the principles and skills required to work in asset-based community development.
4. Coach and support their employment journey by conducting employability sessions, providing interview skills advice, job search methods, rebuilding participant confidence after periods of unemployment, and identifying appropriate interventions to remove barriers and help them secure employment.

5. Maximise the service's income by delivering and performing based on contractual KPIs and terms of performance by results contracts.
6. Advocate for, promote and support employment for all to significantly increase the choice and chance of paid employment for people with barriers and life versus work challenges.
7. Proactively identify and engage with employers to understand their requirements, encourage them to interview your client and build a diverse range of employment opportunities that will be accessible for people with complex barriers.
8. The individual will work across the local authority footprint and at neighbourhood level to support case finding and integration of Connect to Work into broader wellbeing and skills offers.
9. Contribute directly to all engagement, marketing and evaluation activities. This will include design and delivery of relevant campaigns and working with external evaluation partners as required.

ORGANISATION CHART:



PRINCIPLE RESPONSIBILITIES:

%

Responsible for helping individuals find, stay and succeed in employment and offer tailored support and guidance to those seeking to gain or stay in work:

40%

- Responsible for creating tailored and bespoke action plans. This will include assessing other life factors that can impact on employment, including benefits, housing, childcare, health, medication and travel.
- Coach participants to use digital job search methods i.e. job search websites, email, uploading documents, social media.
- Support participants with job search activities including occupational decision making, CV writing, interview preparation, job finding skills and job keeping skills.

- Manage assigned caseload to achieve challenging performance measures and KPI's whilst providing consistency and continuity of service.

Responsible for identifying and collaborating with local employers to identify job vacancies and build partnerships to create employment opportunities.

- To proactively develop in-depth knowledge of the local labour market and provision.
 - To support and advocate for disability confidence with employers and effectively promote and maximise the rights and opportunities of participants.
 - To build confidence and knowledge with employers in creating accessible recruitment pathways and building diverse workforces.
 - To carry out a detailed department/job/task analysis of potential job placements.
 - To maintain a quality consultative role to promote and advise on reasonable adjustments to working practices, workspaces and interpret occupational health and Access to Work recommendations.
- 35%**

To build networks with employers, health professionals, training and education providers, social care teams and all other organisations, plus the community itself to support the effective delivery of the programme and ensure achievement of all key performance indicators. Networks could be national, at local authority and neighbourhood level.

To manage, monitor and action Health and Safety in the workplace including training for people to ensure support needs, reasonable adjustments and aids and adaptations are explored and needs met to create the best possible choice and chance of employment, and carry out risk assessments.

10%

To support and advocate for disability confidence with employers and effectively promote and maximise the rights and opportunities of every disabled person. To build confidence and knowledge with employers in creating accessible recruitment pathways and building diverse workforces, representative of their customers and the people we support.

5%

Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

5%

PERSON SPECIFICATION

This acts as selection criteria and gives an outline of the type of person and the characteristics required to do the job:

Essential (E): - without which candidate would be rejected

Desirable (D): - useful for choosing between two good candidates

Attributes	Essential	Desirable
Experience	Demonstrable experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. Demonstrable experience providing one-to-one support / coaching / mentoring to positively influence other people's professional or personal development. Demonstrable administrative, organisational and IT experience including use of CRM and MS Office software. Demonstrable ability to work with strict targets, deliver results and meet deadlines when faced with challenging objectives.	A practical understanding of recruitment and selection processes. Experience working within funded provision or similar training or educational environment. Experience of using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities.
Skills/Abilities	Empathetic approach to deal sensitively with a broad range of people, and the confidence to challenge them when you need to. In-depth oral and written communications skills: Able to consult, persuade, negotiate with and influence people internally and externally from a range of sectors and organisations. Demonstrable ability to use own initiative to plan and	Desire to work in a newly formed team where you will need to be a practical and creative problem solver. A good understanding of the local and regional labour market, training opportunities, and relevant support agencies

	prioritise own workload and that of others to meet/take responsibility of targets and deadlines. Able to work independently from various locations. Demonstrable ability to handle complex cases at the same time in an environment where you will have targets to achieve. Demonstrable ability to collate and analyse raw data to produce statistical and written reports. Able to maintain high levels of emotional resilience personal and professional integrity. You should be comfortable using a range of digital channels including phone, video conferencing and email.	
Equality Issues	Understanding of equality and cultural issues affecting young people and adults and the safeguarding of all learners.	
Specialist Knowledge	Experience of working within quality guidelines.	Knowledge of counselling and or mentoring techniques.
Education and Training	A minimum Level 2 English, ICT and Maths qualification or relevant experience.	Coaching/mentoring/IAG qualification or training.
Other Requirements	Able to work from various premises in Luton within different teams to interview	

	participants, employers and sub-contractors. Due to extensive travel requirements, you will need to be a car owner/ driver. Able to work outside normal office hours.	
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DIMENSIONS:

Supervisory Management:

Financial Resources:

Physical Resources: laptop, access to internet and network

Other:

CONTEXT:

This post provides key support in the running of Luton Council's Connect to Work programme, assisting Participants to achieve personal targets and providing opportunities for them to progress into sustained employment. Postholder will need to have specialist knowledge in order to promote and deal with diverse issues.

There will be an on-going requirement to accommodate moving priorities and targets within a rapidly changing environment. The postholder will therefore need to develop a responsive and versatile approach that minimises the impact of these changes on service provision.

Postholder will liaise with officers of the council and other agencies on matters of Safeguarding, Health & Safety, quality improvement and maintaining the standards of relevant fidelity models, e.g. IPS & SEQF. There will also be a need to exercise effective communication skills and develop and promote good working relationships with external and internal partners.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applications are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The

fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.