



## **Job profile**

### **FamiliesGateshead Employment Adviser**

#### **Grade G**

**Group:** Communities & Environment

**Service:** Economic Development

**Location:** Civic Centre

**Line Manager:** Employment Services Manager

**Car User Status:** Casual

#### **Job Purpose**

Deliver a range of activities and intensive support to workless residents and families in order achieve progress measures and positive outcomes for the Families Gateshead Programme.

#### **The key roles of this post will include:**

1. Conduct an individual diagnostic assessment to identify barriers to work and develop and manage an action plan for residents and families on the programme.
2. Work in partnership with lead practitioners to ensure services are joined up.
3. Attend and contribute to 'Team Around the Family' meetings.
4. Set specific, measurable, achievable, realistic and time bound activities to help residents progress, move closer to the labour market and gain and sustain employment.
5. Provide information, advice and guidance on a 1-2-1 basis and deliver a range of holistic activities aligned to programme progress measures.
6. Build and maintain relationships with team members, partners and providers to maximise the employment and skills opportunities available to residents and ensure that support activities are collaborative, co-ordinated and not duplicated.
7. Manage a caseload of families and maintain electronic and clerical records to meet programme requirements.
8. Such other responsibilities allocated which are appropriate to the grade of the post.



## Knowledge & Qualifications

### Essential:

#### Knowledge

- Issues associated with multiple barriers to employment
- Local labour market
- Out of work benefits

#### Experience

- Delivering interventions to help unemployed people move closer to the labour market
- Managing a caseload
- Partnership working
- Supporting people with multiple problems and/or chaotic personal histories
- Multi-agency working

#### Qualifications

- NVQ Level 4 Information Advice & Guidance or prepared to work towards

### Desirable:

#### Knowledge

- Children and Families Services

#### Experience

- Working to job start and/or job outcome targets
- Job brokerage



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences