



Your Future – Our Business

Job Title	<u>Trainee Employment Advisor</u>	Department	<u>Talent Match</u>
	<u>Fixed term until 31st Dec 2019</u>	Salary	<u>£15,373 Per Annum</u>

PART 1: JOB PROFILE

MAIN PURPOSE OF THE JOB

This is a trainee post to learn and develop as an employment advisor that provides high quality support; guidance and mentoring to young people aged 18-25 accessing the Talent Match Programme. You will work initially in a job shadowing capacity an experienced job coach who works in a collaborative way with the young people to drive transformational change by utilising expertise, skills and a wide range of strategies to positively challenge and overcome the barriers to achieve progression in the young person's personal journey towards employment.

SCOPE OF JOB

To learn how to:

- Individual tailored personal flexible support and coaching using appropriate assessment tools to map the young person's progression on the programme.
- To use a wide range of interventions and methods to positively challenge or overcome the young person's complex barriers.
- To track young people's progress with agreed timescales and intervene as required. This will include the use of tools which enable the young person to identify choices and progression routes available in the journey to employment.
- To maintain and ensure all monitoring and recording IT systems and business processes are kept accurate and up to date at all times.
- Effective management of a caseload of young people ensuring that interventions are appropriate and timely and that progression and success is measured and recorded.
- Ensure outcomes are achieved within the agreed timescales.
- To accurately maintain information within relevant IT systems, ensuring, data protection, data security and confidentiality at all times.
- To use professional knowledge within the wider partnership and external support to facilitate the young person's access to other provision that will further support successful outcomes.
- Develop an understanding of the programme and work with commissioned activity support, external agencies, employers and training providers to deliver an effective multi-agency approach to ensure opportunity for the young person.
- Using own initiative, time management and organisational skills.
- Make your own decisions to benefit the young people within realistic measures.
- The role may occasionally require a flexible approach to work including some evenings and weekends when required to respond most effectively to the young person's needs.

TRAINING PROGRAMME

The post comes with a training programme and the successful person must demonstrate a commitment to the following training programme:

- Level 2 Introduction to Youth Work Practise
- Level 2 Award in Peer Mentoring
- Level 2 Information, Advice and Guidance Principles and Practise
- Level 3 Intensive Mentorship Qualification
- Emotional resilience
- Digital skills and digital inclusion
- Mental Health First Aid

EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Local knowledge of support & development agencies within the programme area is desirable
- Knowledge of the barriers faced by young people who have challenges with circumstances and behaviours e.g. including caring responsibilities, disabilities, mental health issues, addictions, homelessness and accessing employment.
- Excellent communication and interpersonal skills
- Problem solving ability/solution focussed
- Knowledge in the use of ICT (Microsoft Word, Excel, PowerPoint, Databases)
- Self-motivated with resilience to succeed in challenging situations
- Driven to grow and develop skills knowledge and behaviours.

ADDITIONAL REQUIREMENTS

- Relevant security vetting or Disclosure.
 - Comply with the Company safeguarding policy.
 - Health & Safety is a key aspect of all jobs and it is vital that everyone takes responsibility for promoting the health, safety and security of themselves, clients and colleagues.
 - All staff are expected to promote and embrace all aspects of Equality & Diversity.
 - Individuals will comply with the Organisation values and behaviours.
 - Maintain the integrity of the Talent Match Programme in all internal and external communication.
 - Be pro-active to the continuous improvements of the Talent Match programme and embed organisational quality and environmental initiatives.
 - Any other duties in accordance with the level of the post.
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PART 2: ON THE JOB TRAINING WILL INCLUDE GAINING EXPERIENCE IN THE FOLLOWING:

To reach and engage

- Work with partners, linked services and local support agencies to set up & maintain effective referral systems and good working relationships.
- Work with the Talent Match Co-ordinator to ensure young person's expression of interest in the programme is managed effectively with the contractual standards set.
- Ensure the young person's eligibility for the project. If ineligible, sign post the young person to the appropriate external support or report identified missing gaps in provision.
- Register eligible young people on the programme as agreed within the contractual guidelines and use in depth assessments to identify barriers to progression.
- Plan specific support and initiatives, agreed with the young person, to overcome personal and practical barriers to achieve.
- Ensure continuous effective marketing of the programme to the disengaged young people.

To support and encourage young people

- Provide an individually tailored support service appropriate to each young person.
- Support, guide and motivate customers to achieve progressions.
- Support with the preparation for assessing entering mainstream training and employment opportunities
- Communicating effectively and regularly as agreed with the young person to foster a professional relationship that support and enable positive progression. This will require negotiation and persuasion. Dealing with difficult or challenging behaviour and/or attitudes of the young person's perceptions and experiences will be required.
- Communicating with peers and management at varying levels within the organisation for the purpose of sharing information about young person's issues, performance and progress.
- Involve young people in a meaningful way by sharing ideas and the ways of working e.g. customer focus groups and where appropriate act on suggestions and ideas to test the service to further enhance the existing model of delivery.
- Identify young people who can support with peer mentoring and sharing experiences on the programme.

To maximise progression

- To work with a defined caseload in named geographical area with specific target groups and volumes to achieve.
- The nature of the role will require a wide range of strategies and methods for engaging, building and maintaining professional relationships with unemployed young people who have significant barriers to progression.
- Creativity and innovation is required in working with the young person in deciding the type of approach required at the correct time in order to achieve timely and effective outcomes. A wide range of information and data sources must be used in order to understand each individuals needs to achieve progression to positive outcomes.
- Identify suitable interventions as agreed with each individual and monitor impact and effectiveness of methods used.
- Make recommendations to the young person in relation to the range of options available, and which would be most suitable at a given time in the young person's personal journey.

To communicate effectively with both internal and external colleagues

- Co-operate and communicate with all other members of staff to achieve a healthy and safe working environment, complying with Health & Safety and Equal Opportunities legislation
- Support operational activity as required

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- Ensure a positive approach to the young people, colleagues and partners in a courteous and professional manner
 - Deal efficiently and effectively with all telephone enquiries from both internal and external sources
 - Liaise with professionals and local agencies to provide a positive image of the Talent Match Programme
 - Liaise and build positive working relationships with external agencies
 - Market the Service in a professional and effective manner

To work within the Team, contributing to the goals and objectives

- Provide timely and appropriate feedback on the young person's progress to the management team.
- Achieve minimum of agreed number of outcomes through agreed MI progression measures
- Flexibility of working approach to align with the young person's needs.

Maintain and ensure all monitoring and recording systems and business processes are kept accurate and up to date at all times

- Maintain documentation in line with procedures ensuring they are up to date at all times
- Maintain accurate records and paperwork in line with procedures relating to the Talent Match programme and as instructed by your Line Manager
- Ensure CRM Database and Wise Group Performance Information is kept up to date Liaise with Wise Group staff to ensure quality service and project evidence is provided as agreed e.g. Quality, Compliance and Assurance.



Managed by

