

**JOB DESCRIPTION**

**Children and Young People’s Services**

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| 1.
 | **POST TITLE:** | **Progression Worker** |
| 1. **2.**
 | **POST NUMBER:**  |  |
| 1. **3.**
 | **GRADE:**  | 6Job Evaluation Ref No: *N10053* |
|  | **LOCATION:** | You will be based in a locality within County Durham. However, you may be required to work at any Durham County Council location, according to the needs of the service.  |

1. **RELEVANT TO THIS POST:**

**This post is funded until July 2021 through the ESF/YEI DurhamWorks project.**

This post is funded through ESF and the Youth Employment Initiative (YEI) as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The YEI/ESF funding will end in July 2021.

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** This post is subject to Enhanced Disclosure

1. **ORGANISATIONAL RELATIONSHIPS**

The Progression Worker is accountable to the Progression Team Leader and Progression Team Leader (Specialist).

1. **DESCRIPTION OF ROLE**

The role of Progression Worker is to engage with and provide support to young people to enable them to progress into and remain in education, employment or training, as part of their successful transition into adult life. The Progression Worker will work alongside Progression Advisors and in partnership with education and training providers to maximise the potential of young people.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST**

Listed below are the responsibilities this role will be primarily responsible for:

* To work with young people who are NEET and require additional support e.g. defined vulnerable group.
* To utilise creative approaches in order to engage and maintain contact with harder to reach young people.
* To develop integrated working to ensure targeted groups of young people who are NEET are identified and supported to achieve improved outcomes and progression.
* To manage own caseload, using the Local Authority CCIS (Client Caseload Information System) and other case management systems as appropriate.
* To accurately maintain and update client records using the Local Authority CCIS, including all interventions, follow-ups and destinations, in order to contribute to accurate Management Information.
* To support young people in activities such as job search, CV sessions, job applications and applications to education and training providers.
* To track young people, in order to identify those who require support, in line with procedures.
* To work with other agencies and services in order to provide support to young people.
* To provide practical support to young people in order to tackle their barriers to progression.
* To challenge the attitudes and aspirations of some young people who are NEET, in order to encourage them to develop new perspectives that will support their progression.
* To engage with young people (individually and in small groups) within their communities to deliver/support high quality youth work type activities which build resilience and develop confidence and life skills to improve progression into education, employment or training.
* To identify and nominate suitable young people for vacancies in conjunction with employers, education and training providers.
* To ensure vacancies secured locally are recorded accurately and entered onto the Local Authority CCIS to enable sharing across the Service.
* To establish and maintain positive relationships with education and training providers in locality.
* To engage young people in effective dialogue in order to review and improve Service delivery.
* To ensure effective information sharing in relation to early identification and assessment of need and delivery of support to young people in need of additional support, in order to improve their outcomes.
* To work in the interests of young people through challenging stereotypes and promoting equal opportunities.
* To ensure effective safeguarding and child protection arrangements, in line with Durham County Council policy and guidelines.
* To work in line with Durham County Council policies and procedures.
* To meet own professional development needs by attending appropriate training courses and undertaking self-directed study, as identified through support and supervision, annual appraisal etc.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All employees will receive appraisals and it is the responsibility of each employee to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all employees to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All employees are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work unless it is permitted for the purposes of their role, they have explicit consent from the person concerned or exceptions governed by legislation.

All employees must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Level 3 qualification in Information, Advice and Guidance or Youth Work

     Or* Level 2 qualification in either of the above or a relevant subject with a willingness to work towards a Level 3 qualification in Information, Advice and Guidance”
 | * Counselling qualification.
 | Application formSelection ProcessPre-employment checks |
| **Experience** | * Experience of working with young people who are NEET, their parents/carers and other professionals.
* Experience of providing information, advice, guidance and support to young people.
* Experience of working in partnership with employers, education and training providers.
* Experience of delivering planned interventions that lead to improved outcomes for young people.
 | * Experience of managing a caseload.
* Experience of planning and delivering group work activities to targeted groups of young people.
* Experience of using client databases to record interventions.
 | Application formSelection ProcessPre-employment checks |
| **Skills/Knowledge** | * Understanding of issues/barriers relating to young people who are NEET and their progression into education, employment or training.
* Knowledge of post-16 learning and career options.
* A person-centred, empathetic and non-judgemental approach to working with young people.
* Ability to communicate effectively with a range of individuals, including parents/carers, employers and colleagues in education, care and health as appropriate.
* Action planning and goal setting skills.
* Ability to use ICT including Outlook and Microsoft Office.
* Good communication and interpersonal skills.
* Good written skills and an ability to produce clear and understandable action plans and reports.
* Good organisational skills.
* Ability to prioritise and manage own workload.
* Effective negotiation skills.
 | * Knowledge of current local labour market and employer needs.
* Knowledge of agencies and services that are available to support young people who are NEET and require additional support.
 | Application formSelection ProcessPre-employment checks |
| **Personal Qualities** | * Open, friendly and supportive with a genuine interest in supporting young people to progress.
* Hold high aspirations for young people.
* Personal resilience.
* Ability to motivate and support young people, colleagues and partners.
* Commitment to high quality service delivery.
* Adaptability, flexibility and capacity to work effectively under pressure and to tight deadlines.
* Ability to work under direction and to use own initiative when appropriate.
* Ability to work as part of a team making active contributions to support its success.
* Willingness to undertake ongoing professional development.
* Commitment to Equal Opportunities.
 |  | Application formSelection ProcessPre-employment checks |
| **Other qualities** | * Access to a car or means of mobility support (if driving, must hold a full current UK driving licence and appropriate insurance).
* Willingness to occasionally work unsocial hours as required, including evenings and weekends.
 |  | Application formSelection ProcessPre-employment checks |