Job Description

Job title: Employment Advisor
Grade: 5
Hours: 37 hours per week
Location: Nottinghamshire
Responsible For: Employment support for a defined geographical area
Responsible To: Operations Manager

JOB SUMMARY:

To support people from a range of backgrounds and ages to gain sustainable employment, helping participants overcome barriers, build confidence and believe in their ability to progress into and remain in work.

The key objectives:

- Manage a caseload of participants and maintain consistent engagement.
- Assess individual needs and agree clear, achievable employment action plans.
- Deliver tailored one-to-one coaching and motivational support.
- Identify and address barriers to employment through appropriate specialist interventions.
- Connect participants with suitable vacancies and prepare them for recruitment and workplace expectations.
- Deliver job starts and sustained employment outcomes in line with contract requirements.

ROLES AND RESPONSIBILITIES:

Participant Caseload Management

- Manage a caseload of participants from a range of backgrounds and ages.
- Conduct initial assessments to understand each participant's circumstances, strengths, aspirations and support needs.
- Develop, agree and regularly review individual employment action plans.
- Maintain effective engagement and monitor each participant's progress towards employment.

Coaching and Employment Support

- Deliver tailored one-to-one coaching and motivational support.
- Help participants build confidence, recognise their abilities and maintain momentum towards work.
- Prepare participants for interviews, recruitment processes and workplace expectations.

- Provide practical job-search support appropriate to individual needs.

Barrier Identification and Intervention

- Identify barriers to employment and agree practical steps to address them.
- Coordinate specialist interventions and referrals where additional support is required.
- Work collaboratively with participants and relevant partners to support progression into employment.

Employer Engagement and Vacancy Matching

- Work with local employers to identify suitable vacancies.
- Match participants to opportunities based on their skills, aspirations and support needs.
- Build constructive relationships with employers to support successful recruitment and sustainable employment.

In-Work Support

- Provide in-work support to participants and employers following a job start.
- Identify and address emerging issues that could affect employment sustainability.
- Maintain appropriate contact to support sustained employment outcomes.

Performance, Records and Compliance

- Work to agreed performance targets, including job starts, sustained employment outcomes and caseload engagement.
- Maintain accurate, timely participant records in line with DWP contract requirements.
- Complete action plans and reviews within required timescales.
- Monitor participant and employer satisfaction and contribute to service improvement.

FUTURES VALUES:

The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference.**
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.

- To develop and maintain your own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

PERSON SPECIFICATION

Assessment Key
CV = Curriculum Vitae - Iv = Interview - C = Certificates
(E) = Essential, (D) = Desirable

Method of Assessment	**CV**	**Iv**	**C**
Education/Technical Competencies			
Information, Advice and Guidance level 3 **(D)**	X		
Level 3 Diploma in Employability Services Sector Qualification or equivalent experience **(D)**	X		X
Experience & Knowledge			
Experience/understanding of working with people with disabilities, who are neurodiverse or have complex barriers to employment **(D)**	X	X	
Experience of supporting customers face to face on a one-to-one basis **(E)**	X	X	
Proven experience of meeting and exceeding outcomes and targets **(E)**	X	X	
Experience of working assertively to influence decision makers **(D)**	X	X	
Experience of supporting people to obtain and keep work **(E)**	X	X	
Experience of working with key stakeholders to support participants into employment **(D)**	X		
Skills & Ability			
An understanding of the employment needs, and challenges faced by people who have health needs, are disabled or face other complex challenges **(E)**	X		
Good understanding of the principles and practice of supported employment **(D)**	X	X	
Working knowledge of a broad range of occupations and jobs and the local employment landscape (**E)**	X	X	
Able to use IT and tools such as MS Word, PowerPoint and Excel **(E)**	X	X	
Good motivational, communication and listening skills **(E)**	X	X	
Outstanding interpersonal skills and ability to build rapport with a wide range of service users and stakeholders **(E)**	X	X	
Attitude & Values			
Passion and drive to make a difference to people's lives **(E)**	X		
Highly motivated with a genuine belief that people from disadvantaged backgrounds can thrive in paid employment **(E)**	X	X	
Resilient and tenacious and does not give up despite setbacks **(E)**	X	X	
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies **(E)**	X	X	
Collaborative and team player **(E)**	X	X	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner **(E)**	X	X	

Understands the need to have a flexible approach to working requirements **(E)**	X	X	
Vehicle owner/full driving license holder or able to travel to and from various locations across the East Midlands **(E)**	X	X	X