

Employment Support Worker

Team Employability	Salary Band F
Team responsibility No line management responsibility	Line manager Employability Team Leader

The job in a nutshell

As an Employment Support Worker, you will have the opportunity to make a positive impact on the lives of the customers we support. You'll work with customers to raise their aspirations, overcome their challenges and barriers to help them move into employment or have a career change. This role will also support with existing and future externally funded employability contracts. This role will play a key part in our 5-year strategy by investing in people by offering opportunities to local people to enable them to work in the areas they live and in ensuring that customers have meaningful opportunities to shape services and scrutinise delivery.

Duties and responsibilities

- Responsible for supporting a caseload of customers who require holistic support to find employment or progress in their career, through a range of methods including one to one, mentoring, group work and training to support the diverse needs of customers.
- Responsible for prioritising own performance to ensure it is on track and achieved within timescales to meet strategic, team and contract targets.
- Maintain and update management information systems, recording of data and financial information and maintain individual customer files, utilising approved paperwork.
- To promote the service offer and form good working relationships internally and externally to generate referrals into the service. Including utilising social media platforms, marketing and communication platforms and activities.

What you'll bring to the team/role

Skills, knowledge and experience

- Excellent communication skills and an ability to network effectively to identify opportunities, work in partnership to achieve positive outcomes

Version No	Revision Date	Reason for Revision	Job Evaluation Number
2	June 25	New JD template	

- Ability to maintain accurate records for audit and quality assurance purposes
- Effective use of IT and social media to support caseload management and promotion of the service
- Experience of employment support programmes to support customers into employment, education, training
- Able to prioritise performance to ensure it is on track and achieved within timescales
- Ability to problem solve, taking into consideration a number of factors including customer information and application of policies, procedures, guidelines and criteria that impact on others
- Able to deal with challenging or difficult situations effectively and stay calm under pressure

Qualifications

- Full driving licence (if you have a disability, we will explore reasonable adjustments with you)
- Hold or willing to work towards Level 3 Information, Advice & Guidance
- Good standard of education, including Maths and English GCSE 4 or above or equivalents.

It's a bonus if you also bring

- Safeguarding knowledge
- Coaching experience
- Caseload Management
- Neurodiversity knowledge