



Job Description – Career and Employability Adviser

Reports to:	Contract Manager
Working Location:	Remote as required by role, Home base
Project and contractual obligation:	Working on Health Works for Cornwall project October 2021 – December 2023 Contracted to 0.6 FTE. Funded through European Social Fund

Responsibilities

To support customers to achieve successful transition into education, employment or training. This will working with those who are vulnerable with complex barriers and health conditions.

- Providing a career and employment support service including providing advocacy and mentoring to vulnerable people in line with the Contract
- Enabling people to overcome barriers and achieve sustained career and personal outcomes;
- Meeting agreed outputs and outcomes to support the company to meet contractual requirements.

Main Duties

- To increase employability of customers by addressing barriers which will lead to an outcome of engagement in learning and / or work;
- To manage a caseload of customers
- To liaise with partner agencies to ensure customers are able to access the services they require
- To develop supportive relationships with the Alternative Provision providers that help to facilitate the work with young people
- To develop relationships with partner agencies
- To carry out face-to-face and internet-based personal support and career guidance and development interviews with customers either one-to-one or in small groups;
- To use a range of ICT resources to engage with and support customers achieve their career and/or personal goals;
- To explore the full range of options open to customers to help them achieve their career and/or personal goals;
- To carry out targeted and/or intensive support interventions with customers where this is required as part of customer caseload;
- To act as an advocate and/or mentor for customers and broker support from external partner organisation;
- To develop action plans that support customers achieve their career and/or personal goals;
- To record all interventions with customers and partners in line with company standards for accuracy, appropriateness and timeliness of recording;
- To work with parents/carers, families and professionals to ensure they have the career and personal information, advice and support they need to support customers;
- To keep own knowledge of the labour market up-to-date and to contribute to the company's labour market information as agreed with line manager;
- To reflect on own practice and identify ways to improve the service with deliver to customers and partners;
- To carry out evaluations with customers and partners to ensure the service provided meets their needs;
- To participate in regular supervision with line manager;
- To undertake an annual appraisal of work, including review of agreed objectives and targets;

- To complete continual professional development (CPD) requirements each year and record this on company HR systems;
- To ensure all essential training is maintained in line with company requirements;
- To promote the aspirations and achievements of customers, particularly customers, to the wider community;
- To follow the principles of data protection legislation and company requirements for confidentiality and information sharing;
- To negotiate and review with your line manager personal objectives, outcomes and training needs within the staff performance, appraisal and development scheme and take responsibility for personal professional development;
- To ensure that all company policies and procedures including equal opportunities and health and safety policies and procedures are adhered to at all times;
- To embrace and optimise the use of ICT within the role;
- To adhere to the company policy of commitment to safeguarding and promoting the welfare of children, customers and vulnerable adults and to ensure that safeguarding arrangements are in place and are complied with
- To embrace the use of volunteers within the service and identify opportunities to utilise their skills.

Person Specification

	Essential	Desirable
QUALIFICATIONS & TRAINING	Qualification at Qualification and Credit Framework (QCF) level six or equivalent Or Significant experience of working with customers in information, advice, guidance and/or development setting and the ability to study at QCF level 6. Commitment to training and professional development to achieve QCF level 6 Career Mentoring and/or Advocacy qualification Training in methods such as solution focused communication	Relevant qualification and experience include working in one or more of the following: <ul style="list-style-type: none"> - Youth and Community Work - Social Work - Information, Advice and Guidance - Careers Guidance - Teaching
EXPERIENCE AND JOB KNOWLEDGE	Experience of having worked with customers in alternative provision and/or customers that are home educated Experience of working with customers including; <ul style="list-style-type: none"> • SEND • YOT/YOS • Those with mental health issues • Those with medical issues • Children in Care • Young Carers Experience of working in an educational establishment and /or community setting Experience of networking with other agencies within the public, private or voluntary sector Knowledge of issues affecting customers Awareness of the importance of child protection and safeguarding Experience of working as part of a team / on your own To be aware of the principles of the data protection legislation Knowledge of equal opportunities and anti-discrimination practice Knowledge of work and learning options available to customers Experience of using assessment tools to support effective needs assessment	Knowledge of child protection and safeguarding legislation and best practice

	<p>Experience of caseload management and supportive referrals</p> <p>Experience of involving customers in decision making and evaluation</p> <p>Experience of preparing action plans</p> <p>Experience of acting as an advocate on behalf of customers</p> <p>Experience of negotiating with a range of people</p>	
JOB RELATED SKILLS / ABILITIES	<p>Suitable to work with customers</p> <p>Good communication skills with ability to engage with a wide range of people from a wide range of backgrounds</p> <p>comfortable working in a face to face environment with customers</p> <p>Ability to work to targets</p> <p>Ability to maintain records and provide written reports</p> <p>Ability to manage own workload / time management skills and ability to prioritise work</p> <p>Ability to follow policies and procedures</p> <p>Ability to work in a range of settings</p> <p>Ability to work in non-judgemental way</p> <p>Ability to review and evaluate own work performance</p> <p>Ability to use ICT (e.g. word processing, spreadsheets, presentation software and databases) to extract and present information</p> <p>Understanding of the aims and objectives of CSW Group</p> <p>Ability to motivate customers</p> <p>Ability to work to deadlines and targets</p> <p>Ability to use your own initiative</p> <p>Ability to challenge</p> <p>Enthusiasm and drive and a desire to move customers forward</p>	<p>Ability to set SMART objectives</p> <p>Ability to relate to other agencies</p>