

# Job Description

<b>Role Holder:</b>	Engagement Adviser		
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<b>Working Location:</b>			
<b>Reports to:</b>	Team Leader		
<b>Appointed by:</b>	Partnership and Delivery Manager		
<b>Appraised by:</b>	Team Leader		

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## 1. Job Description

### 1.1 Job Purpose

- To proactively identify and engage with young people who are at risk of NEET or NEET, providing targeted advice and guidance in education and/or community settings to promote sustained outcomes into education, employment and training
- To develop excellent education and/or community links including working jointly with other youth organisations and agencies to deliver multi-agency support to vulnerable young people through a range of interventions.

### 1.2 Responsibilities

- For working cooperatively with CSW Managers, colleagues, partners and others to meet agreed objectives, targets and standards to ensure the successful delivery of our services
- For delivering world class services to young people that enable successful transitions into education, employment or training
- For delivering services in a sustainable manner

### 1.3 Main Duties

- To proactively manage a caseload of young people who are at risk of NEET and/or NEET providing advice and guidance to support progression into EET outcomes
- To deliver services to young people through face-to-face, telephone and online channels as appropriate
- To provide a range of intervention types to support the individual needs of young people including brokering provision and supported signposting to other agencies
- To identify barriers to progression and jointly seek strategies to overcome them
- To creatively plan and deliver a range of group sessions/workshops in education settings and/or the community
- To work collaboratively with other organisations and agencies working with young people
- To communicate with and work cooperatively with colleagues in CSW to maximise the support available to those at risk of NEET and/or NEET young people
- To embrace the use of digital technology, where appropriate, to engage with young people and to support their progression
- To support young people to develop their digital portfolio including an awareness of on-line applications, interview processes, social media links
- To support young people to become 'career ready' through an awareness of current trends and employer requirements
- To continually update own knowledge of local opportunities including building relationships with employers and providers
- To contribute to local provider meetings, influencing provision and identifying gaps in provision
- To record all contacts with young people, parents/carers, partners and employers in a timely manner and to a level of detail that enables others to understand the intervention
- To meet agreed performance indicators and priorities
- 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 be aware of the principles of the data protection legislation and of the current Company codes of practice
- To adhere to the company policy of commitment to Prevent and Safeguarding and promoting the welfare of children, young people and vulnerable adults and to ensure that safeguarding arrangements are in place and are complied with.

### 1.4 Reports

No reports

### 1.5 Meetings and Metrics

To be agreed

## 2. Person Specification

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### 2.1 General

- Passionate about making a difference for young people, raising their aspirations, removing barriers and enabling them to achieve the best possible outcome at that time
- Prepared to work flexible hours across Monday to Saturday to carry out the role including early evenings (actual working hours and days to be agreed with your line manager)
- Must have access to transport and the ability to travel to carry out this role
- The commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Takes responsibility for own continuous professional development and maintains a CPD portfolio to be reviewed as part of the Company appraisal process
- Willingness to engage in training and CPD opportunities
- To be prepared to contribute to and work across all contracts as required

### 2.2 Skills

#### **Essential Qualifications/Skills/Experience**

- Level 4 Advice and Guidance or equivalent (e.g. Youth and Community, Social Work, Teaching)
- Experience of working with young people, particularly those at risk of NEET and/or NEETs/Vulnerable Groups, individually and in group settings
- Experience of working with other youth organisations in a multi-agency way
- Experience of delivering group sessions and/or workshops
- Experience of managing a diverse caseload effectively
- Experience of working with employers and training providers
- Experience of working to and achieving targets and deadlines
- Ability to maximise the use of ICT to support caseload management including recording all work accurately and in line with company requirements
- The ability to work effectively with colleagues, stakeholders and partners
- Excellent verbal and written communication skills with the ability to engage with a wide range of people from a variety of diverse backgrounds
- Understanding of local and national policy of skills and economic development
- Knowledge of safeguarding, equal opportunities and health & safety
- The ability to work with colleagues to achieve priorities
- To be aware of the principles of the data protection legislation and of the current Codes of practice

#### **Desirable Skills/Experience**

- Experience of working with specific groups of young people (e.g. youth offenders, care leavers, young carers)
- Experience of working in an education setting
- Experience of working in a mentoring or advocacy role
- Report writing and presentation skills

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**Document Approval**

<b>Role</b>	<b>Date</b>	<b>Name</b>	<b>Signature</b>
Community Engagement Adviser			