



*This post is part funded by the European Social Fund*

**Developing Health & Independence**

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| JOB DESCRIPTION |
| **Job Title:** | Employment & Skills Worker |
| **NJC Scale Point:** | NJC Pt 20-22, depending on experience |
| Hours: | 37.5 hours per week (one full time equivalent) and such additional hours as are required by the business from time to time. Usual office hours are between 9am- 5pm with a requirement to work flexibly to provide client services (usually 9-8pm). The post will require some weekend and/or evening work subject to the requirements of the service, the business and operational management. |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).  |
| **Location:** | BristolA current valid UK driving licence and use of a vehicle and willingness to use it for the purposes of this role, including the provision of business insurance is an essential requirement. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | WoEW Employment and Skills Team Leader |

#### Principle Purpose of the Job

The Employment & Skills Worker will support clients who face multiple barriers to achieve education, training or employment (ETE) goals. DHI Employment & Skills Workers will work across DHI’s drug and alcohol services, housing services and social prescribing programmes.

The post is funded by and will contribute to the delivery of wider partnership objectives under the West of England Works (WoEW)programme which is managed by Weston College. The WoEW programme is co-funded by the European Social Fund and The National Lottery Community Fund.

#### Key Duties and Responsibilities

The duties and responsibilities of the role are wide ranging and the lists below should be seen as a set of examples as opposed to an exhaustive list:

1. To work with other DHI teams and services to assertively and proactively identify and engage with potential clients who fall within the scope and remit of the programme
2. To complete client assessments to determine initial eligibility, needs and goals, including any barriers or challenges which may prevent them from realising their potential.
3. To work collaboratively with clients, community and specialist partners/providers to develop holistic support plans and journey maps towards achieving stated goals and aspirations.
4. To engage clients in meaningful, structured activity tailored to their needs, leading to entry into employment or other support programmes as appropriate
5. To provide direct support to address entrenched and multiple barriers, helping clients move towards and reintegrate with mainstream support systems and the labour market. This may be on a 1:1 or group basis depending on need.
6. To match clients with volunteering and work experience opportunities within DHI or externally
7. To provide skills coaching in relation to work readiness including confidence building
8. To record all client contact and support in line with the WoEW guidelines – including the completion of all paper records (Annex templates) and online Management Information Systems.
9. To contribute to the wider learning of DHI teams so that other non-programme clients may benefit indirectly.
10. To support the cross-cutting themes action plans to ensure that programme delivery has systems and strategies in place to ensure that no potential participant has difficulty in finding out about the project due to protected characteristics.

**Monitoring & Administration**

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

#### Organisational Responsibilities

1. At all times adhere to DHI policies and procedures, with specific reference to:
* Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
* Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
* Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI’s Equality and Diversity Policy.
* Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
* Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.
* Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
* Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
1. At all times adhere to contract and programme requirements, relevant legislation and good practice guidelines.
2. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
3. To contribute to the performance of the host team/service, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
4. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * Experience of working within the area of employment, training and education.
* Experience of managing a client caseload, assessment, risk assessment and support planning using motivational and solution focussed techniques
* Experience of working with a wide range of partners and stakeholders to meet the needs of service users
 | * Professional Qualification in Education, Training or Employment Support, Health and/or Social Care
 | Application, interview |
| **Knowledge**  | * Evidence of working within a target driven environment to ensure outcomes are monitored and recorded
* An understanding of the underlying challenges affecting people who are not in employment, education or training
 | * Knowledge and understanding of best practice around Child Protection and Adult Safeguarding
 | Application, interview |
| **Skills** | * Excellent communication and interpersonal skills, with experience of working collaboratively and supportively with both professionals and clients.
* Comprehensive computer skills with experience of using Microsoft Office products and case management systems
 |  | Application, interview, exercise |
| **Values and behaviours** | * Flexible, self-motivated, resilient and responsive to change.
* Enthusiasm for creativity and innovation within a solution focussed framework
* Commitment to equal opportunities and anti-discriminatory policy and practice, with an open-minded approach
* Works in a way that aims to maximise the potential of others in their role.
 | * Ability to see and take advantage of opportunities whilst balancing risk and innovation
 | Interview |
| **Other information** |  |  |  |