



Role Profile



Job Title: Employment Advisor (Apprentice) Level 4	Role Profile Number: N/A
Grade: Apprentice	Date Prepared:
Directorate/Group: Children's services / Inclusion & Achievement	Reporting to: Team Leader – Supported Employment Service
Structure Chart attached:	No

Job Purpose

Employment Advisors will work with residents aged 18+ who are motivated to find work but face barriers to achieving this on their own. Through effective needs assessment, vocational profiling, action planning and review they will support more people into paid, sustainable employment in the open labour market.

You will process referrals to the service and support colleagues in ensuring participants meet service eligibility criteria, sign and complete all mandatory paperwork and signpost or refer to other services and provision as appropriate to the needs of the customer.

You will hold a small caseload and will work to agreed minimum standards to ensure participants make progress and move closer to employment. Provide short and medium term interventions to people who are motivated to find and sustain paid employment. This approach will include following the recognised BASE 5 stage model of effective Supported Employment practice.

Community First as lead partner for the Building Better Opportunities Programme and practitioners in Swindon Borough Council and beyond will refer participants to Swindon Borough Council Supported Employment Service. Their needs will be assessed before they are accepted onto the programme and they will be signposted to provision that is more appropriate if they do not meet the eligibility criteria for the Supported Employment Service. Participants can also self-refer to the service.

Each participant will complete a needs assessment and undertake vocational profile based on their needs, interests and aspirations.

This role is fully funded by the European Social Fund and The National Lottery Community Fund as part of the national Building Better Opportunities programme and will be solely employed on the programme delivery. The role is funded this way until end of February 2023



Key Accountabilities

1. Establish and maintain effective working relationships with participants, their parents/ carers, consortium partners and employers.
2. Ensure that participants are fully registered on the programme by completing all mandatory paperwork to the agreed standards and submitting it to participant files for audit purposes in a timely manner.
3. Work with an agreed caseload of participants to assess their employability needs, undertake vocational profiling, develop and implement personal action plans, set and review progress towards goals.
4. Work with employers to identify and develop inclusive employment practices and opportunities such as job carving, working interviews and training in systematic instruction.
5. Support the delivery of the Youth Education, Employment and Training Hub offer by promoting opportunities and offering face-to-face appointments at the hub to ensure participants benefit from meeting in a neutral space.
6. Ensure effective triaging of referrals to ensure they are appropriate for the service and signpost to other providers/ services where not appropriate.
7. Ensure residents receive the agreed services to the standards in line with Building Better Opportunities and SBC minimum standards.
8. Analyse own performance against service standards, identify areas in need of improvement and apply corrective action, contributing to reports and outlining planned activity and recommendations at quality assurance meetings and other meetings as appropriate.
9. Ensure services are delivered in a timely way and progress is reviewed regularly to reduce drift and likelihood of disengagement from the service.
10. Identify any training and development needs and discuss with line manager on a regular basis, identifying and attending relevant training opportunities as appropriate.
11. Collaborate with peers in related services, both within and outside the Council, to ensure the service is promoted and delivered to residents in a timely manner.
12. Collate the data necessary for monthly and quarterly reporting (both internal and external) of achieved service standards; identify trends and contribute to a monthly report highlighting trends to be considered at quality improvement boards and other appropriate forums and meetings.
13. Respond to requests for data from colleagues and other agencies and supply the information requested in the necessary format. In line with Building Bridges data governance agreements.
14. Attend and contribute to regular team meetings and other meetings as invited.
15. Report progress to the team and managers on a regular basis, sharing information about caseloads and the progress of individuals.
16. Comply with SBC policies and procedures.
17. Follow local operating procedures.
18. Have an awareness of safeguarding of young people and vulnerable adults.



Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

A willingness to develop specialist knowledge and a deep understanding of approaches proven to work in terms of supported employment. This will include undertaking comprehensive needs assessments, vocational profiling and action planning, implementation and review.

Solid understanding of the different needs of the priority groups and barriers to employment that people experiencing disadvantage live with. This may include individuals who have or may have one or more of the following: Learning difficulties or disabilities, care experienced, mental health conditions, general unemployment, language barriers, ex-offenders, youth unemployment barriers etc.

Direct or transferable skills and experience of working with a range of people including Care Leavers, people with disabilities and learning difficulties and those who are at risk of criminal exploitation as well as employers and professionals in other teams and externally would be beneficial.

Ability to manage own caseloads and projects over weeks/ months and/ or plan ahead, taking account of conflicting priorities and the impact on targets.

Ability to work independently with autonomy, travel across Swindon and the surrounding areas, understand, and work towards key performance targets.

Qualifications

- Level 3 qualification in a related subject
- GCSE grade 4 or above or level 2 Functional skills in English and maths or equivalent

Decision Making

- Maintain working relationships in line with policy with each employer and placement, offering timely support and appropriate interventions if the placement or employment is at risk through effective Job Coaching techniques.
- Ensure the right support is provided to both participants and employers.
- Works within a strict framework of processes, policies and procedures and manages provision to ensure priorities of key stakeholders are met.

Creativity and Innovation

- This role works within established frameworks and procedures as set out by the funders, however the post holder does have the freedom to interpret them to solve problems from a background of



conceptual understanding as long as work remains within agreed parameters.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • n/a <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • n/a 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Will have regular contact with key partners, other services and agencies, professional practitioners and residents.
- Communication can be in all forms including in person, by telephone, email or virtual meeting. Will also be expected to present at quality improvement boards and other team meetings to raise awareness, report on impact of work and to identify additional joint working or funding opportunities
 - Social work assistant team managers.
 - Residents
 - Key partners and stakeholders such as Building Better Opportunities.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes



Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	