

C & K CAREERS LTD

JOB DESCRIPTION AND PERSON SPECIFICATION

POST: CAREERS ADVISER (PARTICIPATION)

GRADE: Salary Points 15 – 28 No progression beyond SP 18 without NVQ level 3 Advice & Guidance and beyond SP 22 without NVQ level 4 LDSS

REPORTS TO: PARTICIPATION MANAGER

JOB PURPOSE: To increase the number of young people participating in learning and employment, and reduce NEET and Not Known in Calderdale and/or Kirklees.

Specific Context: Not in Education, Employment or Training (NEET) and Not Known young people in the current and 2 previous years' leaving groups aged 16 to 19, and for certain vulnerable groups, up to age 25. To support and enable those up to age 18 to participate in learning (RPA), and others to move into employment, education or training (EET). Support includes raising aspirations and self confidence, removing barriers to learning and brokering access to a range of opportunities and services, thus enabling them to reach their full potential.

MAIN DUTIES

CORE:

1. To ensure that the needs of young people in the post 16 NEET group are met in an integrated, coherent and sustained manner by providing support in order to assist transition into EET
2. To assess the needs of NEET young people and broker specialist services as appropriate in order to remove barriers and assist transition into positive EET opportunities.
3. To provide information, advice and guidance on career, learning and employment options for the post 16 NEET group and intensive and sustained support for those with multiple barriers.
4. To work with colleagues in a Participation team, in a range of locations to provide support and IAG to the target groups, giving priority to NEET clients aged 16, 17 and 18, and to include a contribution to the service from Careers Centres.

5. To collect, manage and share information effectively and update client records and confidential information on databases adhering to Company processes and protocols and to ensure that the exchange of relevant information takes place between partners, having due regard to client confidentiality
6. To review and reflect on own practice and continually improve and update own skills and knowledge
7. To produce reports, case studies, and statistical analyses. Evaluate services as and when required.
8. To encourage and involve customers in the design, delivery and evaluation of all aspects of our services in accordance with policies and procedures.

The balance of these duties will depend on operational requirements and qualification/experience of post holder. The relative emphasis within the range of duties could vary according to circumstances and may change over time.

Additional duties related to specific context:

1. To prepare young people for their contact with services and providers of learning/training and work opportunities and to make appropriate referrals in a way that is transparent to the young people.
2. To arrange specialist assessment where needed e.g. medical, behaviour support, drug prevention, mental health, and ensure that access to these services is made available to young people.
3. To establish, maintain and develop strong links with training suppliers and with key agencies providing support services, including but not limited to:
 - benefit issues
 - health support, including drug misuse, sexual health, mental health
 - learning support
 - offending behaviour
 - leisure, sport and cultural activities
 - volunteering
 - mentoring support
 - homelessness, debt/income and family estrangement
 - ongoing emotional support, including specialist counselling support
4. To advocate on behalf of young people with agencies and providers and ensure the exchange of relevant information between providers of support takes place, ensuring that the young person is aware of this.

5. To access and interpret a range of information – electronic and written – on behalf of young people.
6. To work towards a positive, trusting, supportive relationship with young people and promote equality of opportunity in respect of every young person irrespective of status.
7. To have regard for the wellbeing of vulnerable young people and ensure safeguarding procedures are followed at all times, collaborating with other agencies to work with young people and their families as required by good practice guidelines of the Joint WY Authorities' safeguarding procedures.

SUPERVISORY RESPONSIBILITY

None

ESSENTIAL CRITERIA

- 1 Recent experience of providing Information, Advice and Guidance, preferably to post –16 young people who are Not in Education, Employment or Training or at risk of being NEET.
- 2 Professional qualification to NVQ level 4/LDSS in Advice and Guidance, or level 3 as a minimum requirement. With level 3 the salary scale is restricted, and with level 4, it is extended, as above. A successful applicant without level 4 will be required to work to successful completion of level 4. Holders of the QCG, until NVQ 4/LDSS has been achieved, will not proceed beyond SP 22.
- 3 Ability to form and maintain sound and professional relationships with young people that are motivating and inspiring.
- 4 Ability to advocate on behalf of young people with other organisations and Colleagues
- 5 Knowledge of the range of factors that can lead to some young people not participating.
- 6 Experience of developing and maintaining supportive team working relationships with other individuals and agencies for the benefit of young people and in a way that overcomes barriers.
- 7 Excellent personal communication skills orally, in writing, electronically and by telephone with a wide range of individuals and partner agencies.

- 8 Ability to self manage; manage own work load, plan priorities, problem solve, take decisions, and work effectively in a team.
- 9 Ability to assess, prioritise, negotiate, plan and review with young people, agencies and colleagues.
- 10 Ability to handle and interpret large amounts of information, particularly on available services and their appropriateness, to individual clients and agencies.
- 11 Commitment to the achievement of a high level of customer care and quality of service.
- 12 Flexible and adaptable to handle changing and conflicting demands and a tolerance for ambiguity.
- 13 Preparedness to work in emotionally demanding circumstances.
- 14 Understanding and commitment to promoting equal opportunities in practice and how this underpins all work with clients
- 15 Positive and enthusiastic attitude to work.
- 16 ICT skills: Able to update and maintain client records on computer, word processing, communicating via e-mail, producing reports.
- 17 DBS enhanced disclosure.
- 18 A willingness to work unsocial hours when necessary.

DESIRABLE CRITERIA

- 19 A degree or equivalent.
- 20 Counselling skills.
- 21 Experience of working to individually accountable targets.
- 22 Knowledge and understanding of education, employment and training opportunities as well as relevant agencies in the Community to support young people and ability to broker services for clients.
- 23 Full driving licence or immediate prospects of acquiring one plus access to a motorised vehicle and willingness to use it for business purposes.ⁱ

ADDITIONAL REQUIREMENTS

The postholder will:

- ensure the Health and Safety of all staff and resources within the postholder's area of responsibility, i.e. delegated responsibility in relation to the nature of the postholder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974 and regulation 12 of The Management of Health and Safety at Work Regulations 1999.
- undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Chief Executive from time to time, in consultation with the postholder.
- carry out duties at all times in such a way as to safeguard and promote the welfare of children and young people and to follow the company's safeguarding policy and procedures.
- carry out duties at all times in compliance with the Company's Equal Opportunities Policy.
- agree that the company will apply for an Enhanced Disclosure from the Disclosure & Barring Service at the point of commencing in the post and on a regular basis as determined by the company, provide evidence of identification to support the application, declare any criminal convictions at the point of application and declare any subsequent criminal conviction so that the company can consider if it adversely impacts upon the postholder's role.
- demonstrate commitment to and comply with the Company's policy of meeting quality standards and striving for continuous improvement.
- demonstrate a professional and flexible approach in fulfilling the requirements of the role.
- avoid disclosing information acquired whilst carrying out duties where such information is of a personal, sensitive or confidential nature, except where essential for the effective performance of those duties in line with data sharing agreements and guidelines on sharing information with third parties.

ⁱ Please note that for an applicant with a disability which prevents them from acquiring a driving licence, it may be possible to make reasonable adjustments. Also, whilst this appears as a desirable criterion, given the range of locations and flexibility needed, consideration would be given to otherwise suitable applicants without a full driving licence, where there is reasonable scope in the team as a whole to structure workloads to take account of this.

