

Job Description

Employability Adviser

Responsible to: Project Manager (in conjunction with Head of Client Services)

Hours: 35 hours per week (full time) with flexibility for hours and working pattern

Salary Band: £26,751 - £29,536 (depending on experience) per annum plus 6% pension contribution

Annual leave: 28 days + English Bank Holidays (pro-rata)

Contract: **Full time contract (subject to a 2-month probation period)**

Contract offers will be made subject to the receipt of two satisfactory references and an enhanced DBS check.

Location: Based in Newcastle but responsibility extends across Tyne and Wear, County Durham and Northumberland

Organisational context

Action Foundation is an award-winning charity that provides opportunities for migrants to overcome exclusion, isolation and poverty. We provide supported accommodation and integration services for refugees, asylum seekers and other migrants across Tyne and Wear.

The charity currently delivers its services throughout Tyne and Wear and from premises in Newcastle and Sunderland. Having been established for over 15 years, the charity has grown to support over 1,900 people a year with over 100 volunteers, 27 staff and a turnover of approximately £1.5m.

Job purpose

The Employability Adviser will provide information and guidance for people developing their skills and scoping opportunities to secure sustainable employment. We believe this will be an exciting role helping people who have experienced changes to their right to work due to reasons beyond their control. The Employability Adviser will work within and alongside other staff and volunteers in our Language and Learning team with the primary purpose of providing an exemplary level of support to participants in our employability programmes.

The project involves a partnership between Action Foundation and Open Door North East to ensure people are supported right across the North East. The role will require collaboration with the Employability Advisers undertaking this work through Open Door North East. However, this position will be managed by Action Foundation from our offices in Newcastle with activities extending to support people in County Durham, Tyne and Wear and Northumberland.

The role has two key strands:

- one-to-one wrap around support for participants through a needs assessment and ongoing advice.
- facilitating access to volunteering, healthcare, housing, welfare benefits, education, employment, specialised services, and legal provision.

The Employability Adviser will work to a variety of performance targets based on the progression outcomes of participants such as successful completion of training courses, voluntary and work placements and achieving and sustaining paid employment.

Duties & Responsibilities

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

Frontline Support

- Carrying out a holistic and employment focussed initial assessment and completing an individual action plan with each participant.
- Conducting regular one to one meetings with participants in line with their action plan, to provide practical support and advice.
- Preparing a CV with each participant and helping them to update it as required.
- Assisting clients to write job applications and cover letters, using a coaching approach that fosters learning and independence.
- Delivering a series of employability focussed workshops.
- Sourcing vocational training courses, volunteer and work placements as appropriate.
- Providing referrals to other agencies such as for Accommodation and ESOL provision.
- Assisting participants to have international qualifications recognised by sending information about existing qualifications to UK ENIC and identifying and accessing 'top-up' or additional training as required.
- Ensuring that safeguarding procedures are followed, and professional boundaries are always maintained.
- As appropriate support those subject to modern day slavery or be willing to develop the knowledge base related to modern slavery
- Attending Drop-in provisions in various locations as required.

Monitoring and Evaluation

- Carrying out ongoing monitoring with participants, assessing progress against action plans and completing impact assessments.
- Working within a budget to assist participants to access or move towards employment. Examples may include paying for training courses, special equipment needed for work, or payment towards travel costs.
- Working in collaboration with other employability organisations and local authorities to accelerate employer engagement to achieve work experience and job offers for participants.
- Developing and maintaining participant records, complying with systems and reports in place to monitor data and outcomes.
- Ensuring that various metrics on output and outcomes are being met, working with the Programme Manager to discuss areas for improvement and share outcomes.
- Contributing to the evaluation of the project through monitoring, reviewing and evaluation of interventions and services provided. This will include contribution to meetings, working groups and activities as required, including the provision of reports and project information.

Development and Partnership with Open Door North East

- Building and nurturing a portfolio of employers working with the service.
- Being involved in the employability networks across the region.
- Delivering similar standards of employability support as Open Door North East and supporting work in each other's geographical area as required.
- Develop and distribute communications materials that support the project and help clients access support.

Personal Specification/Key Competencies

Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community.

Experience

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| - Delivering workshop activities around job search, work readiness and information, advice and guidance. | Essential |
| - Managing challenging caseloads and conflicting priorities | Essential |
| - Business engagement/intervention to facilitate access to placement and job opportunities | Desirable |
| - Working with employers to generate new vacancies and new work experience opportunities | Desirable |
| - Understanding of equal opportunities issues and their practical application | Desirable |
| - Supporting vulnerable individuals / dealing with safeguarding concerns | Essential |
| - Working with interpreters/those speaking English as a second language | Desirable |
| - Working in the third/voluntary sector | Desirable |
| - Using a CRM or similar data recording system | Desirable |

Knowledge, Skills and Abilities

- Understanding of the issues and challenges faced by unemployed people to finding work, including those whose first language is not English Desirable
- Experience of adult learning/ vocational training Desirable
- Understanding of UK Care Sector employment requirements Desirable
- Knowledge of Digital Inclusion Processes including the experience delivering digital skills workshops or courses. Desirable
- Understanding of the recruitment needs of employers Essential
- Experience of advice & guidance, negotiating, reviewing and supervising a caseload of participants. Desirable
- Awareness of Safeguarding people at risk and maintaining professional boundaries Essential
- Knowledge of visa sponsorship, international recruitment and UK immigration law Desirable
- Understanding of visa sponsorship schemes Desirable

Skills

- Interpersonal, teamwork, negotiating and organisational skills Essential
- Ability to plan and deliver against targets Essential
- Knowledge of using outcome stars to support progress Desirable
- Ability to prioritise, multi-task and work well under pressure Essential
- Good written and verbal communication skills to all stakeholders Essential
- IT skills, including working with Microsoft Office 365 Essential
- Data input and processing Desirable
- The ability to network confidently, creatively and flexibly with a wide variety of people and organisations Essential
- Ability to speak another language Desirable

Personal qualities

- Absolute integrity with a commitment to transparency and openness Essential
- To be committed to supporting vulnerable migrants Essential
- To be supportive of the ethos and values of the charity Essential
- A full driving licence and use of own car Desirable
- Open to further training, if required, including regulated immigration advice (OISC Levels 1 and 2). Essential

Qualifications

- Level 4 NVQ or equivalent. Essential