Job Title: **Employer Engagement Case Manager**

Salary Range: **£22,913 - £27,963 (all other areas)**
£24,058 - £29,108 (south east)
£25,205 - £30,255 (London)

Reports to: **Employment Relationship Manager**

Location: **South West/East of England/London**

Who are we?

Shaw Trust is a charity helping to transform the lives of young people and adults across the UK and internationally.

Our specialist services help people gain an education, enter work, develop their career, improve their wellbeing or rebuild their lives. As a charity we add value to every service we deliver by investing back into the people and communities we support.

Shaw Trust is one of the largest 25 charities in the UK. Comprising Shaw Trust, Prospects, Ixion and Shaw Education Trust, we use our 75 years ' combined experience to support people to develop their potential. By joining together we are working to reach one goal: to help transform the lives of one million young people and adults each year by 2022.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around**.**

What we need?

- To manage a caseload of job ready offenders in the community across the region, supporting them to prepare for work i.e. reviewing CV, job searching, securing of interviews and interview preparation etc
- When employment focussed support is not required, work with a caseload of offenders in the community or custody to support them to break down barriers to successful resettlement achieve agreed milestones and enter training and education
- Responsible for identifying suitable employment opportunities based on individual participants needs
- Supporting Regional Manager to identify training opportunities linked to employment opportunities
- Supporting participants to apply for and prepare for job opportunities through 121 appointments, job clubs and group sessions
- Delivering training sessions on employability and sustaining employment to group of participants at community locations
- Delivering awareness sessions to participants on training opportunities. Working with CM's to select suitable participants

- Build robust and mutually beneficial relationships with employers and training providers across the region
- To work with Custodial Case Managers to coordinate a through-the-gate service including undertaking pre-release handover meetings to ensure activities pre and post release are well planned.
- To work with a range of statutory and non-statutory partners to address identified needs including Community Rehabilitation Companies, National Probation Service, Youth Offending Services, and voluntary agencies.
- To achieve and report on individual and team daily, weekly and monthly performance targets.

Are you right for the job?

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Person Specification

Job Title: Case Manager
(E = Essential D = Desirable)

This post is subject to a DBS check at an enhanced level and prison clearance

Competencies • Embraces change and drives continuous improvement **(E)** • People centred in a commercial framework, takes accountability for results **(E)** • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)** • Collaborates and unites with others behind the organisations mission **(E)** • Provides a best in class service to all clients internal and external **(E)**
Experience and Knowledge • Demonstrable experience of motivating and supporting individuals with multiple and complex needs to overcome barriers and progress towards education, training and employment (E) • Understanding of the barriers faced by offenders/ex-offenders with multiple and/or complex needs in relation to reintegration back into society (E) • Proven experience of achieving qualitative and quantitative targets (E) • Exceptional team player with the ability to work on own initiative (E) • Strong communication and motivational skills across a broad range of resource types, skills and backgrounds (E) • Ability to critically reflect and evaluate interventions and service delivery, identifying areas for development (E) • Able to demonstrate a resilient and robust approach to working within challenging and unpredictable environments (E) • Proactive resolution of risks and issues (E) • Flexibility and a “can do” attitude (E) • Experience with data entry, accuracy and attention to detail (E) • ICT proficiency including all major Microsoft applications (E) • Ability to maintain professional boundaries and work effectively with partnership agencies (E) • Experience of supporting offenders in the community and/ or custody to progress towards education, training and employment (D) • Experience of developing and managing relationships with employers and placing candidates in suitable positions (D) • Experience of partnership working with public, private and voluntary sector agencies to support your caseload (D) • Knowledge of European Social Fund monitoring and audit requirements (D)
Qualifications and Professional Development • IAG Level 3 (D) • IAG qualification e.g. NVQ Information, Advice and Guidance (D) • PTLLS qualification or equivalent (D)

Personal qualities, communicating and relating to others

- Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. (E)
- A motivational, flexible and problem solving approach. (E)
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (E)
- Copes well in a rapidly changing environment. (E)
- Commitment, determination and resilience. (E)
- Flexible and adaptable. (E)
- Innovative(E)

Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires Security Clearance and DBS disclosure at Basic level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

Main Duties and Responsibilities

Duties

1. Manage a caseload of customers with complex needs requiring intensive person-centred support.
2. To ensure the accurate and timely recording of input client data and information in order that the service operates within contractual, administrative and financial requirements
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4. Utilise motivational interviewing, cognitive behavioural techniques and brief interventions in both one-to-one and group settings to promote engagement in appropriate services, encourage self-esteem, well-being, self-responsibility and enhanced motivation.
5. Work in partnership with other agencies and carry out joint key working to enable effective engagement and movement in order to promote rehabilitation.
6. Recognise personal and professional boundaries and work within Shaw Trust's governance frameworks at all times.
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8. Build relationships with Community Rehabilitation Companies, National Probation Service, local employers and a range of other local agencies, promoting the programme widely to generate referrals and opportunities for the cohort.
9. Build relationships with employers and training providers, which will increase (training and) employment opportunities for CFO participants
10. Undertake and or/review CATS Assessment or notes, identifying participant needs to be addressed.

11. Agree a SMART, personalised Action Plan with each participant which is tailored to their individual needs and specifies agreed, realistic goals, focusing on employment and training.
12. Provide employment focussed advice, guidance, coaching, and support to participants via regular one-to-one progress reviews.
13. Prioritise and sequence support services with a range of statutory and non-statutory agencies, aligning with sentence, post-supervision and resettlement plans and ensuring risk is robustly identified and managed.
14. Provide impartial guidance on local services/provision, utilising Shaw's Local Directory of services.
15. Deliver employability information and advice, including supporting participants to create high quality CVs, undertake job search and application, undertake voluntary work and work experience, prepare for interviews and start work.
16. Deliver skills audits and tailored training/education information and advice, including brokering Educational and Training activity to support participants to grow their confidence, motivation and skills.
17. Maintain appropriate contact with participants starting education, training or employment, ensuring sustainability by providing on-going mentoring, advocacy and IAG.
18. Refer participants into specialist services if unaddressed issues are identified and submitting business cases for Discretionary Access Fund to commission support to break down specific needs when these cannot be addressed through existing provision.
19. Work closely with, and refer into, local mentoring services provided as part of the contract or through existing/ emerging mentoring programmes.
20. Review Action Plans to manage participant progress, identifying and addressing emerging needs, and providing opportunities for participants to feedback.
21. Actively manage and monitor own achievement daily, weekly and monthly performance targets, reporting to the Employer Relationship Manager as required.
22. Understand and adhere to all responsibilities to ensure that the quality requirements of Shaw's Quality Assurance Framework, funding body, Investors in People, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.

CATS/ Administration:

23. Provide employment, labour market information and other relevant information to RM and ERM.
24. To help develop and implement, and update the CFO3 employer engagement strategy
25. Full accountability for timely, accurate and high quality data input onto CATs, including daily monitoring of key data integrity reports.
26. Update case notes on the same day as appointments, where possible, including entry/submission of all approved participant achievements and upload of supporting information/certified documentation.

27. Update and maintain employer engagement database and other systems, ensuring accurate records are maintained.
28. Where CATS is unavailable, take clerical notes and transfer the data into CATS within 48 hours.
29. Capture and record regular participant feedback.

Relationships:

30. Work collaboratively with HMPPS CFO Employer Relationship Manager, Team Leader, Regional Manager, , Shaw central support teams and subcontractor teams to ensure standardised approaches to delivery.
31. Actively participate in one-to-one progress reviews with your line manager and in regular team meetings.
32. Maintain a consistent, positive presence within co-located partner sites.
33. Develop and maintain positive and mutually beneficial relationships with local employers
34. Participate in quarterly practitioner forums with Shaw and subcontractor delivery teams.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other

persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.