Job Description – In Custody Information, Advice & Guidance (IAG) Adviser

HRF20

Post	In Custody Information, Advice & Guidance (IAG) Adviser
Job Purpose	To provide careers information, advice and guidance to prisoners in custody using various methods of delivery; supporting them into positive learning and employment outcomes in custody and through the gate.
Location	HMP Birmingham HMP Oakwood HMP/YOI Swinfen Hall
Line Manager	In Custody Regional Manager
Job Category	Adults Workforce: any position that involves working/volunteering with adults.
DBS Disclosure	Enhanced

To comply with and understand Prospects safeguarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

Job Description

This is a general description. The emphasis on duties may vary depending on the work location training, experience and support.

- Ensure adherence to the company's equalities and diversity policy.
- Provide careers advice and information to prisoners, helping them to achieve work, learning and personal development goals.
- Documenting advice and goals in an agreed Personal Learning Plan/Skills Action Plan.
- Support prisoners to develop employability skills through a range of activities.
- Deliver employability workshops including CV, Disclosure, Interview Skills and live Job Search.
- Coordinating careers/employment fairs, sector specific talks, employer visits and motivational events.
- Work with prisoners to support their progression into learning or work through the gate.
- Work with a variety of organisations and resettlement partners to meet prisoners personal learning and employment goals.

- Manage a prisoner caseload, supporting the achievement of personal and team targets, including MI requirements for the contract.
- Record all interactions with prisoners on Pnomis, updating case notes and local MI systems.
- Complete all necessary prisoner records, including the issue of ULNs in line with contract requirements and the service specification.
- Work flexibly across different prisons to support continuity of service.
- Use and contribute to local, regional and national LMI to support prisoner progression.
- Comply with prison security arrangements and pursue working methods that are coherent with safe working practices.
- Comply with Prison Service Code of Conduct including Dress Code.
- Meet all standards for quality of service; safeguarding, information and data security, and any other standards to meet contract requirements.
- Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies.
- Attend custody meetings and where required travel to external events and training to support CPD.
- Work collaboratively with staff of all levels to deliver holistic joined up services, supporting multi-agency initiatives.
- Other duties commensurate with the level and nature of the post.

Personal Specification

- Able to meet deadlines.
- Experience in delivery of careers advice to adults, individually or in groups, in custody or in the community.
- Ability to deliver careers advice to a variety of groups including those with physical and learning disabilities (LDD) and disadvantaged groups e.g. homelessness, substance misuse, mental health and housing etc.
- Excellent communication and presentation skills.
- High standard of administrative/ICT skills, able to use digital platforms to enhance the learner experience, e.g. Virtual Campus.

- Skilled and competent in delivering careers advice in a range of settings and through a variety of delivery methods.
- Well organised, capable of working under pressure, meeting deadlines and targets, managing caseloads and own time.
- Able to promote the service and maintain professional relationships with partners.
- Good team player, able to work as part of the Prospects in custody team.
- Able to use own initiative and capable of lone working.
- Able to work flexible hours as and when required.
- Able to work in a target driven environment, and ability to meet or exceed contract targets.
- Commitment to delivering quality services and adhering to the Ofsted common inspection framework.
- An understanding of and commitment to promoting equality and diversity.

Education and Qualifications

- Level 2 English and Maths or equivalent .
- Willing to undertake professional training to maintain standards and support CPD.

Qualified:

- Hold, as a minimum, Level 3 Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance.

Trainee:

- Willing and able to work towards a Level 4 Careers, Information, Advice and Guidance (CIAG) qualification.