

**Job Title:** Integration Liaison Officer - WLA WHP JETS

**Reports to:** Integration Manager - WLA WHP

**Location:** West London

## **Purpose**

The role of the WLA WHP Integration Liaison Officer is to ensure an effective integration of services between the Local Authority, wider borough services and providers and the West London Alliance employment programmes, with the aim of creating a “single front door” approach that will ultimately assist residents into suitable employment.

These services would include but are not limited to:

- Health and wellbeing
- Debt and budgeting advice
- Housing and accommodation
- Family services
- Learning & skills
- Employment

The successful individual will represent Shaw Trust, promoting both the Work & Health Programme and Job Entry Targeted Support (JETS) Programme and work closely with key stakeholders in developing effective routeways to services and provision that will benefit the participants on these programmes.

## **Main Duties and Responsibilities**

1. Collaborate with the Local authority in developing an integrated approach to employment support that responds to local priorities and the needs of its programmed residents.
2. Manage and develop existing relationships with key stakeholders in order to maintain and increase the opportunities for programmed participants.
3. Identify new opportunities within the borough that would benefit the programmed participants.
4. Ensure the free flow of relevant information between Shaw Trust and stakeholders.
5. Be a source of local expert knowledge on services for our partners and service users
6. Lead on the development and maintenance of key external stakeholder groups such as working groups and provider forums.
7. Maintain and record regular engagement with stakeholders and create avenues for the timely sharing of information with colleagues to ensure all opportunities are acted upon.

## **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, Diversity and Inclusion 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 participants, 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 Risk, 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.

## Person Specification

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(E = Essential D = Desirable)

<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"> <li>Holding or able to achieve NVQ Level 4 Sales and Marketing or Customer Service (or equivalent) <b>(D)</b></li> </ul>
<b>Experience, Knowledge and Skills</b> <ul style="list-style-type: none"> <li>A track record of establishing and maintaining productive relationships with partners and stakeholders. <b>(E)</b></li> <li>Experience of working in a target driven environment. <b>(E)</b></li> <li>Experience of working in employment and/or training sectors. <b>(D)</b></li> <li>Experience of working Local Authority. <b>(D)</b></li> <li>Established industry and commercial networks. <b>(D)</b></li> <li>Knowledge of the local and regional labour market. <b>(D)</b></li> <li>Knowledge of the local community services. <b>(D)</b></li> <li>Knowledge of benefit system and employment programmes. <b>(D)</b></li> <li>Effective negotiation and persuasion skills. <b>(E)</b></li> <li>Able to quickly identify problems, think flexibly and resolve issues. <b>(E)</b></li> <li>Team player. <b>(E)</b></li> <li>Highly organised and adept at optimal time management. <b>(E)</b></li> <li>Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results. <b>(E)</b></li> <li>Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging and email. <b>(E)</b></li> <li>Good administration, IT and organisational skills with good experience of using MS office software. <b>(E)</b></li> <li>Excellent communication and presentation skills. <b>(E)</b></li> </ul>
<b>Safeguarding</b> <ul style="list-style-type: none"> <li>Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>This post requires a Disclosure and Barring Service check at Enhanced level. <b>(E)</b></li> </ul>
<b>Other</b> <ul style="list-style-type: none"> <li>Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. <b>(E)</b></li> <li>Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. <b>(E)</b></li> </ul>