

## Job Description

**Job Title: In Custody Information, Advice, and Guidance Adviser**

**Reports to: Regional Manager**

**Grade Band: E**

**Location: Site/Office- Regional**

### **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.

### **Main Duties and Responsibilities**

1. Provide careers advice and information to prisoners, helping them to achieve work, learning and personal development goals.
2. Documenting advice and goals in an agreed Personal Learning Plan/Skills Action Plan.
3. Support prisoners to develop employability skills through a range of activities.
4. Deliver employability workshops including CV, Disclosure, Interview Skills and live Job Search.
5. Coordinating careers/employment fairs, sector specific talks, employer visits and motivational events.
6. Work with prisoners to support their progression into learning or work through the gate.
7. Work with a variety of organisations and resettlement partners to meet prisoners personal learning and employment goals.
8. Manage a prisoner caseload, supporting the achievement of personal and team targets, including MI requirements for the contract.

9. Record all interactions with prisoners on Pnomis, updating case notes and local MI systems.
10. Complete all necessary prisoner records, including the issue of ULNs in line with contract requirements and the service specification.
11. Work flexibly across different prisons to support continuity of service.
12. Use and contribute to local, regional, and national LMI to support prisoner progression.
13. Comply with prison security arrangements and pursue working methods that are coherent with safe working practices.
14. Comply with Prison Service Code of Conduct including Dress Code.
15. Meet all standards for quality of service; safeguarding, information and data security, and any other standards to meet contract requirements.
16. Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies.
17. Attend custody meetings and where required travel to external events and training to support CPD.
18. Work collaboratively with staff of all levels to deliver holistic joined up services, supporting multi-agency initiatives.
19. Able to meet deadlines.
20. Experience in delivery of careers advice to adults, individually or in groups, in custody or in the community.
21. 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.
22. Excellent communication and presentation skills.
23. High standard of administrative/ICT skills, able to use digital platforms to enhance the learner experience, e.g., Virtual Campus.
24. Skilled and competent in delivering careers advice in a range of settings and through a variety of delivery methods.

25. Well organised, capable of working under pressure, meeting deadlines and targets, managing caseloads and own time.
26. Able to promote the service and maintain professional relationships with partners.
27. Good team player, able to work as part of the Prospects in custody team.
28. Able to use own initiative and capable of lone working.
29. Able to work flexible hours as and when required.
30. Able to work in a target driven environment, and ability to meet or exceed contract targets.
31. Commitment to delivering quality services and adhering to the Ofsted common inspection framework.
32. Other duties commensurate with the level and nature of the post.

## 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 or 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 a 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 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 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 in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

<p><b>Person Specification</b></p> <p><b>Job Title: Experienced Professionals and Technical Specialists</b> (E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Level 3 or above IAG or CIAG accreditation (Adviser) (E)</li> <li>• Willing to work towards Level 4 CIAG (Trainee) (E)</li> <li>• Demonstrable evidence of Continuing Professional Development (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of successfully working to targets (E)</li> <li>• Relevant experience in Custodial environment (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)</li> <li>• Excellent verbal and written skills and ability to communicate concisely and effectively (E)</li> <li>• Demonstrable experience of providing excellent customer service skills (E)</li> <li>• Understanding of our client group and the barriers our clients may face (E)</li> <li>• Understanding of data protection and information security (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills (E)</li> <li>• Good at building relationships with both internal and external stakeholders (E)</li> <li>• Ability to use initiative when required and take a problem-solving approach to work tasks (E)</li> <li>• Ability to work well as part of a team and independently when required (E)</li> </ul>
<p><b>Safeguarding</b></p> <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. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at a Enhanced Level</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li> </ul>