

Job Description

Job Title: Initial Engagement Advisor WHP JETS

Reports to: Engagement Team Leader

Location: Home Based covering Central or Home Counties

Purpose

This role is working on a Work and Health Programme - Job Entry: Targeted Support (WHP/JETS)

As a WHP JETS Initial Engagement Advisor you will be an excellent communicator who will be required to develop and maintain working relationships working directly with Shaw Trust Employment Advisors and Team Leaders to expand engagement opportunities for participants but most notably ensuring a high standard of service to participants starting on the JETS provision.

The role requires an engaging, empathetic and motivating individual, with the ability to achieve day-to-day KPI performance. The role holder will be expected to manage a diary of newly referred participants from our stakeholders and engage them successfully on to provision and also to re-engage with dis-engaged participants to ensure they have full opportunity of the services on offer. The role will involve increasing the number of participants starting on program from JCP referrals so they can engage with our services quickly and efficiently. Liaising with Shaw Trust Employment Advisors, Customers Service Team and Team Leaders across the Contract Package Area.

This will be mainly delivered remotely via phone, video conference and other digital channels.

Main Duties and Responsibilities

1. Use initiative to engage participants onto the Programme.
2. Build and maintain effective working relationships with Shaw Trust Employment Advisor Teams.
3. Working with the Team Leader to support delivering robust engagement plans aligned to increasing participant referral to start conversion rates along with maintaining high levels of engagement.
4. Supporting internal teams with the continuous engagement of in work participants.
5. Refer participants to internal and external advice, guidance, and support in line with their requirements.
6. Complete participants start meetings including completing all mandatory compliance requirements, participant initial assessments and their first journey action plan. Ensuring effective hand over to Employment Advisor.

7. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies.
8. Maintain participant records in line with contract and funding requirements along with effective diary management to ensure that availability to onboard participants is up to date and service both customer and contract requirements.
9. Re-building participant confidence and self-efficacy in the post-COVID landscape through supportive interaction and sign-posting to required activities and training from the first meeting.

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 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. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to Line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.
10. Ensure that good practice is shared across employment services and with the wider organisation.
11. Actively promote and embed the Trust's behaviours.

This role 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 style="text-align: center;">Person Specification Job Title: Initial Engagement Advisor JETS (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Minimum of GCSEs grade 4 in English and Maths or equivalent. (E) • Information, Advice and Guidance qualification or equivalent. (D)
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. (D) • Proven record of success in engaging participants on Programme. (E) • Strong diary management along with dealing with large volumes of customers (D) • A strong track record of building and maintaining stakeholder relationships. (D) • Experience in using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities. (D) • Ability to identify individual participant's motivators to enable them to take ownership of their goals and actions. (E) • Experience of providing one to one support or coaching and positively influencing other people's professional or personal development. (D) • Strong track record in achieving individual and team performance targets. (E) • An understanding of the local and regional labour market and employment issues within one or more sectors or industries (E) • A practical understanding of recruitment and selection processes within one or more sectors or industries (E) • Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Ability to problem solve and respond appropriately to a variety of situations. (E) • Ability to manage, support and review a caseload to achieve targets and participant progression. (E) • Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E) • Comfortable working remotely using a range of digital channels including phone, video conferencing, instant messaging and email. (E) • Good administration, IT and organisational skills with good experience of using MS office software. (E) • Solutions focused with ability to work under pressure (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Ability to work on own initiative and as part of a team. (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires a Disclosure and Barring Service Check at an Basic level (E)

Other

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