shaw trust

Job Description

Job Title: **Employment Consultant - Restart**

Reports to: **Team Leader**

Grade Band: **E**

Location: **Birmingham, Grosvenor House**

Purpose

Restart is an innovative programme, aimed at supporting individuals (participants) who are seeking employment, to help them to find work. The Employment Consultant will work with a caseload of people who are seeking employment (participants) to help to find them suitable roles. The Employment Consultant will work with the participant to understand their goals and will create an action plan and meet regularly with participants to support them to progress towards employment. The Employment Consultant will carry out proactive job searches, engage with local employers and will sign post to other local services to get the right support for the participants.

Main Duties and Responsibilities

1. Engage, empower, and motivate participants to achieve their goals and to progress into employment.
2. Coordinate and manage a caseload of participants, ensuring participants are engaged in the programme, have regular meetings scheduled and activities to undertake to help to progress them on their journey into work.
3. Work to quarterly targets and quality objectives.
4. Complete initial assessments with participants and develop suitable action plans.
5. Keep in regular contact with participants, to provide advice, guidance, coaching and encouragement, and to review progress against set actions.
6. Signpost participants to local services as appropriate.
7. Maintain accurate and timely records in line with contractual and funding requirements.
8. Conduct targeted job search activities, based on the skill set and goals of the participants, including engaging with local employers.
9. Keep up to date on local labour market trends, developments, and employment opportunities highlighting these to participants as appropriate.
10. Communicate effectively with internal and external stakeholders.
11. Share best practice with colleagues.
12. Producing appropriate documents, records, and reports to a high standard.

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 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.

Person Specification

Job Title: Employment Consultant

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Relevant qualification in particular discipline (D)
- Demonstrable evidence of Continuing Professional Development (D)

Experience

- Relevant experience in particular discipline (D)
- Demonstrable experience of successfully working to targets (E)

Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)
- Excellent verbal and written skills and ability to communicate concisely and effectively (E)
- Demonstrable experience of providing excellent customer service skills (E)
- Understanding of our client group and the barriers our clients may face(E)
- Understanding of data protection and information security (D)

Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills (E)
- Good at building relationships with both internal and external stakeholders (E)
- Ability to use initiative when required and take a problem solving approach to work tasks (E)
- Ability to work well as part of a team and independently when required (E)

Safeguarding

- 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 a (Basic) level (E)

Other

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