

Choices Adviser

Job Title:	Choices Adviser
Reports to:	Team Manager
Grade Band:	E0074 (£27,863 - £30,093)
Location:	Northamptonshire

Purpose

Working with a range of young people as directed by a Team Manager, you will be responsible for delivering a range of Information, Advice and Guidance, work related learning and enterprise activities to ensure young people remain in and progress into employment, education or training.

This role focuses on young people who are NEET , vulnerable to NEET due to particular needs and providing specific services to young people that have been purchased by an educational institution or other customer.

To deliver the role you will provide 1:1 impartial information, advice, guidance and ongoing case load support to ensure young people remain in or progress into employment, education or training. You may undertake small/large group work activities including presentations and engage employer to help young people move into employment or contribute career education programmes.

Main Duties and Responsibilities

1. Provide careers advice to young people via a range of methods including face to face, telephone, email and other digital means to help them to achieve work or learning goals.
2. Support young people to develop career management skills through a range of activities
3. Work with young people to support their progress into learning, work, or progression in work
4. Create working relationships where young people are recognised as experts on their own lives
5. Manage a caseload to meet personal and team targets including, September Guarantee, Activity Survey, NEET target and other performance requirements, through case load support and a range of follow up activity and tracking, including phone and home visits.

6. Record all interactions with customers on the MI database in a timely manner to meet contract deadlines and evidence requirements
7. Operate from a variety of locations including training & education providers, community settings etc
8. Use and contribute to local, regional and national LMI to support customer progression in their career
9. Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements
10. Represent and promote Shaw Trust in a professional and commercial manner, working effectively with other agencies
11. Attend company meetings and training and liaise with staff at all levels
12. Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice
13. 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 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: Choices Adviser (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Level 4 in Careers, Advice and Guidance or Learning, Development and Support or Youth Work, (E)• Demonstrable evidence of Continuing Professional Development (E)
Experience <ul style="list-style-type: none">• Relevant experience of developing effective professional relationships with young people and their families/carers (E)• Experience of working with young people who are NEET or have other needs/vulnerabilities (D)• Experience of undertaking assessments of young people's needs and identifying a course of action (E)• Demonstrable experience of successfully working to targets (E)
Skills and Attributes <ul style="list-style-type: none">• 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 (D)• Understanding of young people and the barriers they may face to enter education, employment or training (D)• Ability to advocate on behalf of young people (E)• Understanding of data protection and information security (E)
Personal qualities, communicating and relating to others <ul style="list-style-type: none">• Excellent interpersonal and communication skills (E)• Good at building relationships with both internal and external stakeholders (E)• A genuine commitment to involve young people in decisions that affect them• 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 an Enhanced level (E)

Other

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