



JOB DESCRIPTION

POST: Employment Advisor
LOCATION: Royal Borough of Kensington and Chelsea
RESPONSIBLE TO: Service Co-ordinator (or nominee)

JOB PURPOSE:

- To provide accurate information and advice regarding employment and training to a range of disadvantaged client groups.
- To provide clients with assistance regarding CV preparation, development of interview skills, etc.
- To deliver workshops and group support, assisting clients to build their employability skills.
- To develop close working relationships and referral pathways with Jobcentre Plus, other partner agencies and employers.
- To fully participate in the efficient, effective and sensitive provision of a high quality advisory service to clients and other agencies, working within guidelines, policies, procedures and statutory requirements.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- 1) To provide in depth information, advice and support relating to all issues about employment, training and personal development.
- 2) To deliver workshops as guided relating to employment support and job preparation.
- 3) To assist clients in developing certain skills which will enable them to access employment and training opportunities, either through referral to other service providers or through on-site assistance.
- 4) To provide assistance that enables clients to develop skills, i.e. job hunting skills, CV preparation, interview practice, etc.
- 5) To ensure the effective delivery of an integrated and holistic service that responds to the needs of the clients.
- 6) To ensure that clients are positively involved in their own development and career pathway.
- 7) To closely monitor the client's development and progress on a regular basis, offering support and guidance.

- 8) To identify funding sources that clients can access to assist them with the cost of training, transport, etc.
- 9) To have an awareness of the benefit restrictions that may apply to clients
- 10) To develop good links with local employers and be able to match applicants to their vacancies.
- 11) To attend meetings with partner agencies / organisations to develop programmes.
- 12) To raise awareness of P3 services with relevant external agencies and in the community.
- 13) To keep full and accurate records of work.
- 14) To ensure that clients get timely and useful feedback regarding their outcomes.
- 15) To ensure that all forms (i.e. Quality Assurance, etc) are completed within the required time frame.
- 16) To ensure that referral information to other agencies is complete and accurate.
- 17) To ensure all records are kept up-to-date on computer systems and reference files.
- 18) To fully participate in the effective running of the office system including answering telephones, sending emails etc.
- 19) To effectively document the work conducted and compile any evidence for external audits and invoicing.
- 20) To compile clear, correct statistics concerning the service for the Service Coordinator when needed.
- 21) To ensure all protected data is secured and to report any losses of data or security breaches to the Service Coordinator.
- 22) To constantly promote P3 and our employment advice work in a positive light throughout the Borough to agencies and clients.
- 23) To ensure that the service operates in line with all relevant legislation, eg. Data Protection.
- 24) To ensure that the service delivery meets objectives and conforms to funding bodies requirements.
- 25) To ensure that all Operational Policies, Procedures and Statutory Regulations are implemented and observed at all times eg Confidentiality Policies, Health and Safety Policies, Data Protection Policies etc.

- 26) To ensure that premises are adequately maintained to provide a welcoming, comfortable and safe environment.
- 27) To fully participate in the development of new systems, programmes and initiatives.

TEAM WORK

- 28) Be a member of the staff team working to provide a safe, sound and supportive environment.
- 29) To liaise and co-operate on a regular basis with the entire staff team and other agencies such as Navigator, Job Centre Plus, Recruitment Agencies, etc.
- 30) To attend staff meetings and any other meetings that will be beneficial to the work of the centre.

QUALITY

- 31) Deal with complaints in accordance with P3's agreed procedures.
- 32) Share responsibility for good health and safety practices, including participating in Fire Drills and Risk Assessments, reporting to line management any matters of concern and to attend Health and Safety training.
- 33) Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

- 34) Undertake the Staff Induction Programme,
- 35) Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- 36) Undertake development activities as necessary and appropriate to the role including NVQ amongst others.

DELIVERING EQUALITY

- 37) Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals
- 38) Promote the rights and needs of people who use P3 services in the community.
- 39) Work within the framework of P3's equality and diversity policy at all times.

OTHER

- 40) Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- 41) The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- 42) Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3 PERSON SPECIFICATION

Employment Advisor

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • At least one years professional experience of working with clients seeking employment <p>OR</p> <ul style="list-style-type: none"> • At 3 three years experience of providing care and/or support services with offenders or other disadvantaged individuals • Experience of planning, organising and delivering training/workshops for groups of people and team members. • Experience of sourcing employment opportunities and matching applicants to vacancies. 	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the needs of people who use our services • An understanding of the issues many people using our services may face • Broad knowledge base covering issues such as housing, employment, training, health, legal rights and welfare benefits. • Knowledge regarding employment and training covering issues such as writing CV's, job searching techniques, interview skills, employment law and government regulations/initiatives. • Good understanding of computers 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills • Ability to empathise and communicate effectively with people. • Must have ability to maintain accurate records • Must be able to respond flexibly to the needs of clients • Must have the ability to maintain accurate records and demonstrate a high level of administration. • Must be able to work flexible hours • Must demonstrate the ability to communicate effectively with people in an informal setting, both on a one to one basis and a group work basis. • Ability to use database systems and produce quality documents using a computer and be competent with e-mail. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Qualifications</p> <ul style="list-style-type: none"> • Commitment and desire to complete NVQ if not already completed • NVQ Level 2 or 3 in a social care field • There must be substantial evidence of commitment to personal and career development relevant to the post. 	<p>✓</p> <p>✓</p>	<p>✓</p>