

VAL Jobs

Employment Support Officer

Getting Ready for Employment and Training (GREAT) Project

Job description

Job purpose:	To work as part of the GREAT Project Team within Leicester and Leicestershire, supporting family members who are furthest from the labour market and are most at risk of social exclusion to achieve progress towards and into training or employment.
Responsible to:	Team Manager

1.	Main aims of the role
	<ul style="list-style-type: none"> ▪ Ensure participants successfully achieve employment, training and job search outcomes in line with their action plans. ▪ Enable participants within the GREAT Project to identify and manage barriers to work and view employment as an achievable goal. ▪ Ensure personalised progression plans are developed, reviewed and maintained with participants to achieve agreed goals. ▪ Support participants to sustain engagement with a range of work readiness activities provided by the Project and external organisations. ▪ Develop and maintain professional working relationships with participants and partners within the local authorities and other public, private and voluntary sectors. ▪ Provision of detailed reporting and evidence to demonstrate participant progress against goals and Project Targets.

2.	Main activities and responsibilities of the role to deliver the aims
<ul style="list-style-type: none"> ▪ To take responsibility for caseload and participant progression that includes assessments and on-going review of outcomes towards personal employment and training goals with participants. ▪ To support participants one to one and in groups to access and sustain engagement with delivery partner activities / services in line with their personal work readiness goals. ▪ To co deliver group activities including work readiness sessions. ▪ Gather evidence to demonstrate and report progress against outcomes and targets and support the maintenance of the GREAT Project's information resources. ▪ Promote equality and diversity within the GREAT Project and in the organisation's service delivery. ▪ Support the maintenance of the GREAT Project databases and other information and knowledge management systems. 	

3.	Supporting the development of VAL and its people
<ul style="list-style-type: none"> ▪ Be an effective ambassador and representative for VAL and the service. ▪ Participate positively in the development of plans, projects, performance management and VAL organisational development. ▪ Maintain data, statistics and information on the project's work and to produce regular monitoring and promotion reports. ▪ Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL and keep up to date with relevant changes in policy and practice. ▪ Build and maintain effective relationships with colleagues including working collaboratively across VAL. ▪ Be accountable to VAL and colleagues for your actions, actively supporting VAL's values ▪ Ensure the health and safety of VAL staff, volunteers and service users. ▪ Encourage and promote equality and diversity inside and outside of VAL. ▪ Carry out evening and weekend work as required. ▪ Undertake any other reasonable duties in line with the aims of the post. 	

Person specification

The person specification sets out the essential qualities that we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

Understanding family casework and support linked to training and employment	<p>Experience and understanding of:</p> <ul style="list-style-type: none"> ▪ Supporting individuals to identify and achieve personal goals. ▪ The barriers preventing families from engaging with support linked to employment, education and training.
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General management	<p>The ability to:</p> <ul style="list-style-type: none"> ▪ Self – manage a complex, broad and busy workload ▪ Follow clearly defined processes ▪ Successfully operate in a fast paced environment ▪ Engage, motivate and support people whilst maintaining a professional role at all times. ▪ Work as part of a team and with minimal supervision
Administration	<ul style="list-style-type: none"> ▪ Using and developing administration systems and databases to maintain sensitive case records and Project evidence.
Equality and diversity	<ul style="list-style-type: none"> ▪ Encourage and promote equality and diversity in the delivery of services ▪ Experience of working effectively with people from a range of backgrounds ▪ Demonstrate experience of working within different geographical communities of Leicester and Leicestershire.
Building relationships	<ul style="list-style-type: none"> ▪ Able to quickly establish, trusted relationships with participants that have clearly defined expectations for both parties ▪ Build and maintain effective relationships with colleagues in all sectors.
Organisational skills	<ul style="list-style-type: none"> ▪ Ability to maintain a highly proactive approach to successfully planning and managing a varied and complex work and caseload. ▪ Prioritise demands in a timely way ▪ Work to strict deadlines
Presentation skills and verbal communication	<ul style="list-style-type: none"> ▪ Excellent verbal communication skills with a diverse range of people in a variety of situations
Written communication skills	<ul style="list-style-type: none"> ▪ The ability to accurately produce succinct reports, information resources and case recording
ICT skills	<ul style="list-style-type: none"> ▪ Highly proficient in ICT packages, word processing, email, internet use, spreadsheets, databases and digital communications platforms
Qualifications	<ul style="list-style-type: none"> ▪ Ideally level two/three qualification in a relevant subject e.g. Work with Parents or working towards an Award or Certificate in National Occupational Standards - Work with Parents and / or ▪ Experience of working with family support or employment related roles
Hours of working	<ul style="list-style-type: none"> ▪ Able to work some evenings and occasionally at weekends.
Travel	<ul style="list-style-type: none"> ▪ Ability to travel occasionally within the city, county and nationally, ideally with access to a car

This does not form part of your contract of employment – March 2021