**Newcastle Futures – Employment Adviser**

**Ref: NTWH0920/KL**

**Team:** Newcastle Futures – North of Tyne Working Homes Project

**Salary:** £24,960

**Location:** Based in Newcastle working peripatetically across the City

**Hours:** Post holder will work a flexible 37 hour working week (Monday to Friday)

**Status:** Fixed Term to 31 January 2022, subject to funding and performance

**PURPOSE OF POST**

To personally contribute to the achievement of Newcastle Futures proportion of the ESF funded North of Tyne Working Homes performance. To work in a collaborative way with individuals to drive transformational change by utilising expertise, skills and a wide range of strategies to positively challenge and overcome the barriers to achieve progression in the person’s personal journey. The individual will be solely employed on the project. The adviser will work in both face-to-face operations and digitally in a blended service delivery, enhancing each customer’s digital skills as part of their overall journey into employment.

**Covid changes**

Advisers will work from outreaches across city (Covid risk assessed), base (Covid risk assessed) and home.

**This post is funded by the European Social Fund as part of the England 2014 to 2020 European Structural and Investment Funds (ESIF) Growth Programme, as part of the North of Tyne Working Homes Project.**

**KEY OBJECTIVES**

* Responsible to the Deputy CEO for the effective achievement of challenging performance targets, aims and objectives.
* Provide a flexible and innovative approach to engagement in local communities.
* Effective case management of North of Tyne Working Homes customers.
* To build and maintain positive links with other organisations to the benefit of North of Tyne Working Homes customers.
* Delivering a quality customer service both digitally and face to face.
* To support a quality customer service by ensuring all monitoring and recording systems and business processes are kept accurate and up to date at all times.

**KEY TASKS & RESPONSIBILITIES**

**To reach and engage**

* Work with partners, linked services and local support agencies to set up and maintain effective referral systems and good working relationships.
* Ensure the person’s eligibility for the project. If ineligible, sign post the person to the appropriate external support or report identified missing gaps in provision.
* Register eligible people on the Programme as agreed within the contractual guidelines and use in depth assessments to identify barriers to progression.
* Plan specific support and initiatives, agreed with the person, to overcome personal and practical barriers to achieve.
* Ensure continuous effective marketing of the Programme to the disengaged people.

**To support and encourage people**

* Provide an individually tailored support service appropriate to each person.
* Support, guide and motivate customers to achieve progression.
* Support with the preparation for assessing entering mainstream training, and employment or self-employment opportunities.
* Communicating effectively and regularly as agreed with the person to foster a professional relationship that supports and enables positive progression. This will require negotiation and persuasion. Dealing with difficult or challenging behaviour and/or attitudes of the person’s perceptions and experiences will be required.
* Communicating with peers and management at varying levels within the organisation for the purpose of sharing information about person’s issues, performance and progress.
* Involve people in a meaningful way by sharing ideas and the ways of working e.g. customer focus groups and where appropriate act on suggestions and ideas to test the service to further enhance the existing model of delivery.

**To maximise progression**

* To work with a defined caseload in named geographical area with specific target groups and volumes to achieve.
* The nature of the role will require a wide range of strategies and methods for engaging, building and maintaining professional relationships with unemployed people who have significant barriers to progression.
* Creativity and innovation is required in working with the person in deciding the type of approach required at the correct time in order to achieve timely and effective outcomes. A wide range of information and data sources must be used in order to understand each individuals needs to achieve progression to positive outcomes.
* Identify suitable interventions as agreed with each individual and monitor impact and effectiveness of methods used.
* Make recommendations to the person in relation to the range of options available, and which would be most suitable at a given time in the person’s personal journey.
* Coach and prepare customers for job interviews, support with application completion and increase their digital literacy.
* To enhance customers digital capabilities by delivering online tutorial sessions and conducting virtual interviews and online communications.

**To communicate effectively with both internal and external colleagues**

* Co-operate and communicate with all other members of staff to achieve a healthy and safe working environment, complying with Health & Safety and Equal Opportunities legislation.
* Support operational activity as required.
* Ensure a positive approach to people, colleagues and partners in a courteous and professional manner.
* Deal efficiently and effectively with all telephone enquiries from both internal and external sources.
* Liaise with professionals and local agencies to provide a positive image of the North of Tyne Working Homes and Newcastle Futures.
* Liaise and build positive working relationships with external agencies.
* Market the service in a professional and effective manner.

**To work within the team, contributing to the goals and objectives**

* Provide timely and appropriate feedback on the person’s progress to the management team.
* Achieve minimum of agreed number of outcomes through agreed MI progression measures.
* Flexibility of working approach to align with the person’s needs.
* Exchanging work practices to enhance their own and colleagues CPD.

**Maintain and ensure all monitoring and recording systems and business processes are kept accurate and up to date at all times**

* Maintain documentation in line with procedures ensuring they are up to date at all times
* Maintain accurate records and paperwork in line with procedures relating to the programme and as instructed by your Line Manager
* Ensure Database and the Newcastle Futures Performance Information is kept up to date
* Liaise with Line Manager to ensure quality service and project evidence is provided as agreed e.g. Quality, Compliance and Assurance.
* Ensure they conduct personal monitoring to maintained satisfactory performance level.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Deputy CEO.

The closing date for applications is midnight on 20th September 2020.

For a full job description and application form visit the vacancies page on Newcastle Futures website [www.newcastlefutures.co.uk](http://www.newcastlefutures.co.uk)

For further information about the post or if you require the job description and application form to be posted or emailed to you, please contact:

Kelly Leybourne, Newcastle Futures, 1 Cathedral Square, Cloth Market, Newcastle upon Tyne NE1 1EE.

Mobile: 07918 704452

Email:kelly.leybourne@newcastlefutures.co.uk

**Post:** Employment Adviser – North of Tyne Working Homes

| FACTOR | | ESSENTIAL | | | | DESIRABLE | | MEANS OF ASSESSMENT | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. SKILLS,      KNOWLEDGE    AND APTITUDES | | E1  E2  E3  E4  E5  E6  E7 | | Excellent communication and interpersonal skills  Able to build good working relationships with a wide range of agencies and individuals, including community groups  Able to use own initiative, time management and organisational skills with a demonstrated ability to manage a busy schedule/workload under pressure  Understanding of Jobcentre Plus/Newcastle City Council services and multi-agency working  High level digital literacy skills and data accuracy skills  Ability to utilise social media and virtual meeting platforms effectively in communications with and support of customers  Ability to follow and comply with contractual requirements | | D1 | Local knowledge of support and development agencies within Newcastle | Application  Interview | |
| 2. QUALIFICATIONS  AND TRAINING | | E8  E9 | | Competent in the use of ICT (Microsoft Word, Excel, PowerPoint, Databases)  NVQ Level 3 in Advice and Guidance | | D2 | NVQ Level 4 in Advice and Guidance | Application  Sight of original Certificates | |
| 3. EXPERIENCE | | E10  E11  E12  E13  E14 | | Experience of working with people with multiple and complex needs including for example: caring responsibilities, disabilities and health conditions  Able to communicate effectively with a wide range of diverse people.  Case management experience and ability to broker support with external agencies  Experience of delivering in a high performance environment  Experience of using social media and virtual meeting platforms | D3  D4 | Experience of partnership working with statutory and voluntary bodies  Experience of working on ESF projects or similar | | Application  Interview | |
| 4. DISPOSITION | | E15  E16  E17  E18  E19 | | Able to work to tight deadlines and manage own workload  High personal standards of integrity and probity including a commitment to equal opportunities  Committed to high levels of customer care  Self-motivated with resilience to succeed in challenging situations  Willing to be photographed for business use e.g. Website and communications |  |  | | Application  Interview | |