



Coventry City Council

Job Description

Job Title:	Employment Adviser	Job Number:	D2668D
Directorate:	People	Post Number:	
Service:	Employment & Skills Service	Grade:	6
Location:	Job Shop /City Wide		

Job Purpose:

1. To deliver an effective employment service to clients across the city, within the groups identified by the council
2. To provide a consistent point of contact, support and advice for individual clients, to support them towards and into sustainable employment, including the period after their recruitment. To ensure that clients have opportunity to achieve maximum benefit from the services.
3. To work collaboratively as part of a team to ensure that overall performance targets and outcomes are achieved, most importantly for people into jobs, and to achieve these at an individual level
4. To work closely with the employer engagement team to ensure that matches of clients and jobs are successfully achieved, in order to secure and sustain employment for clients
5. Promote the Employment Team's services in the city, and where appropriate signpost clients to other employment provision

Main Duties and Responsibilities:

1. Support each client into meaningful, sustainable, paid employment, as appropriate, taking into consideration guidelines provided by current legislation
2. Manage a caseload of clients and plan activities to ensure that performance targets and outcomes are achieved, and contribute to their achievement at a team level.
3. Generate and receive client referrals, undertake an initial assessment prior to registering the client, produce and agree an individual development and action plan with each client, ensuring that the client fully understands and agrees to the objectives and actions that have been set.
4. Monitor and review the progression of each individual against the objectives and actions set out in their development plan, and maintain regular contact with all registered clients, as required by the appropriate protocols

5. Refer clients to other employment services within the city, if they are more appropriate than registering them for these services
6. Deliver one to one advice, guidance and practical support to clients - including CV writing, job search activity, interview techniques, etc, undertake assessments relating to training, confidence, motivational and wider support services, etc., and deliver or refer as appropriate. Deliver group sessions across these services including job clubs, etc
7. Agree, coordinate and provide post-employment support for clients, to sustain their employment.
8. Work collaboratively within the team to ensure that policies and priorities are met, that the quality of services is maintained through the processes and guidelines designed by the team leader, and that budgets are well managed. Collaborate with other colleagues in Economy & Community to deliver a seamless employment service to clients.
9. Work closely with other services in the Employment Team to ensure that the clients benefit fully from the range of support available, in an appropriate and timely way.
10. Work closely with the employers, agencies and employer engagement officers to ensure that clients and job opportunities are well matched, to achieve effective and sustained employment for clients. Identify, plan and co-ordinate enhanced recruitment activities including Employer Host Days, Job Interview Guarantees, and, specific employer/vacancy targeted provision.
11. Maintain up to date and accurate records of all work with clients, using the case management system. Provide reports, outcome evidence, audit trails and forecasts as required, to enable good caseload management, quality services, contract compliance, and reports to Boards and funders.
12. Ensure that the requirements of the Data Protection Acts are observed, maintain strict client confidentiality, and also work within the service protocols designed for these purposes for the service.
13. Establish and maintain good working relationships with Jobcentre Plus employees, and other relevant partner organisations and service providers. Establish joint working arrangements where appropriate. Promote and raise awareness of the employment services with these organisations, and with clients.
14. Work as part of a centrally based team and deliver appropriate outreach services to enable clients to access services at suitable locations across the city.

Any other duties and responsibilities within the range of the salary grade

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Principle Employment Officer

Date Reviewed: August 2012

Updated: August 2012



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• An in-depth knowledge of supply and demand within the local labour market and an understanding of how to exploit employment opportunities for the benefit of disadvantaged people
	<ul style="list-style-type: none">• A comprehensive working knowledge of welfare and in work benefits and how they impact on job seekers
	<ul style="list-style-type: none">• A knowledge and understanding of the multiple disadvantages facing workless people from deprived backgrounds
	<ul style="list-style-type: none">• A good working knowledge of Human Resource policies, constraints and legislation within the Recruitment and Selection process
	<ul style="list-style-type: none">• Detailed knowledge of external funding regimes, European Funding, , Jobcentre Plus etc and how they can be applied together to maximise the benefits to clients
	<ul style="list-style-type: none">• Knowledge of budgetary control procedures within a local authority or similar.
	<ul style="list-style-type: none">• An awareness of and commitment to equality, diversity and inclusion of opportunities in the context of the labour market.

Skills and Abilities:	<ul style="list-style-type: none">• Excellent communication skills, both oral (e.g. representing City Council, making presentations and contributing positively at meetings) and written (e.g. preparing reports)
	<ul style="list-style-type: none">• Able to communicate effectively at all levels, adapting the style to suit the audience, and disseminate complex information in an easily understood format.
	<ul style="list-style-type: none">• Proven ability to develop and maintain relationships with a variety of private, public, and community and voluntary sector organisations
	<ul style="list-style-type: none">• Excellent proven ability to listen, influence and negotiate with clients in a sensitive and supportive manner, to achieve ongoing progress towards employment



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Skills and Abilities (continued)	<ul style="list-style-type: none"> Proven ability to influence and direct colleagues in other organisations to work in partnership in the interests of the employer/client.
	<ul style="list-style-type: none"> Able to adopt a multi skilled approach within a team, mentoring and supporting other team members in delivering various services and ensuring that positive benefits and links are across teams
	<ul style="list-style-type: none"> Able to work with relevant processes and keep client management systems up to date, protect client confidentiality at all times and operate within the Data Protection Acts, guidelines and protocols.
	<ul style="list-style-type: none"> Able to think creatively and develop imaginative activities to promote the range of services available
	<ul style="list-style-type: none"> Proven ability to deliver employability training workshops and job search sessions to groups and on a one-to-one basis
	<ul style="list-style-type: none"> Proven ability to work in a non-judgemental and open manner in order to gain trust and motivate very disadvantaged clients. Able to handle the emotional demands of the work with clients.
	<ul style="list-style-type: none"> Ability to assess client needs and identify additional support to enhance client opportunities of moving into work
	<ul style="list-style-type: none"> Able to plan, work on own initiative, manage personal time, set priorities and achieve targets within deadlines. Able to respond flexibly and quickly to urgent client needs

Experience:	<ul style="list-style-type: none"> Significant and sustained experience of designing and delivering a wide range of provision to help unemployed people return to work, on a 1-1 and/or group basis as appropriate
	<ul style="list-style-type: none"> Significant experience of working with employers and negotiating solutions for clients, including further training opportunities and post-employment support to enable job retention.
	<ul style="list-style-type: none"> Significant experience of developing and maintaining partnerships with employers, training providers and other partner organisations
	<ul style="list-style-type: none"> Significant experience of personal planning, and operating in a team environment, to achieve quality services and personal and team targets.
	<ul style="list-style-type: none"> Experience or working to agreed guidelines, case management systems and audit trails
	<ul style="list-style-type: none"> Budget holder experience gained within a local authority or similar.

Educational:	<ul style="list-style-type: none"> A degree or diploma in social sciences or related field, an NVQ level 3 In IAG, or proven substantial experience related to this area of work
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Special Requirements:	<ul style="list-style-type: none"> Undertake regular travel around the city and deliver services at outreach locations
	<ul style="list-style-type: none"> Undertake occasional evening and weekend work
	<ul style="list-style-type: none"> Enhanced DBS

Date Reviewed: August 2012

Updated: August 2012