



Coventry City Council

Job Description

Job Title:	Link Worker	Job Number:	
Service:	Economy & Jobs	Grade:	G4
Location:	Job Shop, 1 Bull Yard		

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

- To link with a broad range of statutory, voluntary, private and statutory organisations to provide effective services to clients and support the delivery of projects.
- To provide a comprehensive first point of contact service for clients, referral agencies, partners and funders.
- Provide day to day support for delivery around diary management, allocation of clients and to provide comprehensive advice to organisations in supporting their clients to access appropriate services.
- To organise administer and support clients with a range of services

Main Duties and Responsibilities:

Research, develop and maintain a good working knowledge of city wide employment support and barrier breaking services available for clients.

Maintain a client database to ensure all interventions and actions are completed within agreed deadlines.

Provide support to the Employment Team to include the following:

- Set up clients files and ensure all paperwork is checked prior to submission to funders
- Take phone calls and give comprehensive advice to colleagues, directing them to appropriate provision
- Arrange appointments, meetings and maintain diaries for Employment Advisors and other officers.
- Organise and minute meetings

Support the Manager to ensure that all funding requirements and Coventry City Council or partner processes embedded within delivery and adhered to.

- Ensure all interventions are accurately recorded and appropriately maintained across all of the areas of the service, using manual and computerised systems where appropriate

- Monitor budgetary control systems, prepare and submit financial claims for external funding ensuring that funding body requirements are met and robust systems are in place.
- Assist clients on a one-to-one basis, purchasing and issuing provisions in accordance with Coventry City Council Standing Orders and administrative procedures.
- Use Information technology to design performance information systems and assist in producing and analysing performance information and forecasting trends and gaps.
- Contribute to the effective monitoring and evaluation systems for the Employment Team.
- Ensure the Co-ordination of relevant information, forms and supporting paperwork between partner organisations.
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- 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 Workforce 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 OR Employment Projects Manager OR Job Shop Manager OR young People's Service Manager OR the Employment Support Service Manager.

Date Reviewed:

Updated: August 2021



Coventry City Council

Person Specification

Job Title:	Link Worker	Job Number:	
Service:	Economy & Jobs	Grade:	G4
Location:	Job Shop, 1 Bull Yard		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• An understanding of the issues that unemployed and disadvantaged people face
	<ul style="list-style-type: none">• Working knowledge of training and employment initiatives and barrier breaking services currently available in Coventry
	<ul style="list-style-type: none">• Understanding of the local labour market, linking Barrier Breaking services to employment opportunities

Skills and Abilities:	<ul style="list-style-type: none">• Able to analyse information from a variety of sources and produce performance information from IT system's in a clear format
	<ul style="list-style-type: none">• Good management of personal workload, including ability to resolve conflicting priorities and time management to meet deadlines
	<ul style="list-style-type: none">• Able to follow financial procedures, in particular, the ordering and invoicing of goods and the reconciliation of petty cash

Experience:	<ul style="list-style-type: none">• Experience of working with colleagues from other organisations towards a common goal
	<ul style="list-style-type: none">• Working on own initiative, setting own priorities with minimum supervision
	<ul style="list-style-type: none">•

Educational:	<ul style="list-style-type: none">• RSA 2 in Information Technology or equivalent qualification
	<ul style="list-style-type: none">•
	<ul style="list-style-type: none">•

Special Requirements:	
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Date Reviewed:

Updated: August 2021