



JOB DESCRIPTION

Job Title:	Employment Specialist
Reports To:	Lead Mentor - Employment
Grade /Salary:	£20,456 – 21,745 per annum
Location:	Western Bay (Swansea, Neath/Port Talbot, Bridgend)
Hours:	Weekly: 37.5

Job Purpose:

To undertake a range of recruitment and development activities to enable and inspire participants to achieve sustained employment.

The Employment Advisor role will work effectively as part of the Cyfle Cymru Out of Work Service team to:

- Actively engage with participants to promote job search and applications to move customers into employment, according to contract targets
- Support participants to identify and overcome barriers that prevent them from finding and maintaining employment.
- Develop and sustain relationships with a range of employers with a view to establishing work placements, accessing and maintaining suitable sustainable employment for claimants
- Maintain contact with participants once in employment with a view to reporting back where sustainability meets a 6 month target
- Ensure contract compliance by accurate data entry, completion of contractual and internal documentation.

Main Duties and Responsibilities:

- To work with individual participants and ensure a high quality service is offered.
- To assist participants to identify and overcome barriers that have previously prevented them from finding and sustaining work.
- Ensure record keeping and data entries in relation to customers are accurate and meet contractual milestones.
- Refer customers into suitable training courses where applicable to achieve employability and to provide own training e.g. confidence, motivational and CV writing sessions where required.
- To effectively manage caseload and diary to ensure engagement with customers meets and achieves outcome targets.

- To refer and signpost claimants toward other appropriate agencies.
- To deliver interventions/training at various locations i.e. the development of CV's.
- To provide initial and ongoing assessment with job seekers.
- To establish and maintain ongoing relationship with potential employers to monitor customer progression after entering employment and also provide/promote customers to employers for future vacancies.
- To liaise between jobseekers/participants and potential employers.
- To liaise with and share information with fellow team members that will support suitable and successful work placements/employment for the participant.

Participant Work:

- Communicate skilfully and sensitively highly complex and sensitive information, taking into account sensory and cultural barriers to communication.
- Refer participants to other services within the partnership, and other external agencies as appropriate.
- Manage participant caseload and oversee volunteers' caseloads.
- Be accountable for own decisions and actions in consultation with supervision.
- Undertake administrative tasks and reports relating to the Out of Work Service

Professional Development:

- Participate in the continuous learning, development and appraisal process.
- Assist with the delivery of training if required.
- Operate within and observe partnership policies and procedures as amended and updated.
- Make regular use of supervision.
- Be responsible for working within own level of competence.
- Undertake internal and external training as appropriate, and as required as part of Continuous Professional Development.
- Develop and maintain professional working relationships with external agencies.



**Cyfle Cymru, Out-of-Work Service is funded by
Welsh Government and the European Social Fund**

Person Specification

	Essential	Desirable
Qualifications and training	<p>GCSE English Literature or Language, grade C or above (or equivalent).</p> <p>Good standard of literacy and numeracy</p> <p>Training in careers or related subject</p>	<p>Qualification in Advice and Guidance</p>
Skills and abilities	<p>Excellent written and oral communication skills.</p> <p>Ability to collate data and information accurately.</p> <p>Excellent IT skills: Competency in Microsoft Word and other Microsoft packages.</p> <p>Well developed inter-personal skills and the ability to relate to service users in a non-judgmental manner.</p> <p>Networking skills</p>	
Experience/ Knowledge	<p>Experience and knowledge of the employment field</p> <p>Experience of engaging with employers</p>	<p>Experience and knowledge relating to supporting individuals affected by substance use or mental health</p>
Personal effectiveness	<p>Organisational skills and an ability to manage time effectively.</p> <p>Negotiation skills.</p>	<p>Full, current driving licence and use of a car.</p>
Circumstances	<p>Commitment to support Organisation's vision for the service.</p> <p>Flexibility of working times.</p>	
Diversity	<p>Ability to work effectively with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation.</p>	

Role Profile:

COMPETENCE DESCRIPTION	National Occupational Standard Unit Number
SERVICE DELIVERY	
Develop practice in the delivery of services	
*Reflect on and develop your practice	HSC 33
Plan and review integrated programmes of care for substance misusers	
*Promote choice, wellbeing and the protection of all individuals	HSC 35
Develop, implement and review care plans for individuals	AG1
Assist in the transfer of individuals between agencies and services	AG3
Deliver services to help individual address education, training, volunteering and employment needs	
Promote employment, training and education opportunities for individuals	HSC421
Facilitate learning in groups through presentations and activities	ZE6
MANAGEMENT OF SERVICES	
Provide a healthy, safe, secure and suitable environment for the delivery of services	
*Promote, monitor and maintain health, safety and security in the working environment	HSC 32
Mange information	
Receive, analyse, process, use and store information	HSC3115
Manage relationships	
*Promote effective communication for and about individuals	HSC 31
Build and maintain relationships with individuals to ensure a client centered approach	LLUK CrD04

*Mandatory competencies