



Job Description

Project: Employment and Training Team

Post: **Employment & Training Officer**

Directorate: Communities and Neighbourhoods (CaN)

Team: Employment and Training

Grade: **PO1**

Responsible to: **Performance & Compliance Manager**

Responsible for: N/A

CONTEXT

Poplar HARCA is a housing association providing affordable homes to residents in Tower Hamlets. The organisation invests heavily in its community programme. One of the areas of its work in the community is supporting residents into employment and training opportunities. An important part of the service is to reach out to residents who may not access services and to promote our programmes. We run several programmes dedicated to supporting particular vulnerable groups who are furthest away from the jobs market facing barriers to gaining the skills they need to get into work.

Purpose of the role

To secure employment outcomes for clients through provision of IAG, job brokerage, training and complementary support.

To engage with employers and partner agencies to secure job opportunities, apprenticeships and work experience placements and broker these for clients.

To support clients to develop their skills that enhance their employability.

To provide holistic support to clients with more complex needs, enabling them to improve their confidence and move into positive progression routes

To proactively outreach at external locations and partner agencies to ensure high take up of opportunities offered through the Employment and Training Team.

To deliver employment and training related information, advice and guidance to clients to enable them to develop the skills and confidence to access work experience, training courses or Further Education

To work with line manager, colleagues and partners to develop projects that moves clients into sustainable employment

To achieve targets of clients into employment, training and other relevant progressions.

Main Duties and Responsibilities

IAG Delivery

- To carry out initial assessments of clients using prescribed materials and collate all documents required by funders.
- To carry out eligibility checks for clients to ensure they meet the criteria of different funders
- To deliver employment and training related Information, Advice and Guidance sessions on a 1-2-1 and small group basis at a central location but also at a variety of local outreach locations, to encourage and support clients towards and into employment and training.
- To use the results of the 1-2-1 Information Advice and Guidance sessions and clients' initial assessments to develop agreed individual progression / action plans.
- To mentor, coach and support clients to develop confidence and aspiration.
- To liaise with colleagues such as Neighbourhood Staff, Housing Officers, Benefits advisers, and relevant complementary support agencies to support clients whilst on their progression route into work.
- To provide ongoing support to ensure that clients sustain their progression into employment.
- To Signpost residents / clients to appropriate internal and external services and partner organisations for Housing support and broader support requirements.
- To provide information, advice, and guidance (IAG) to clients / residents accessing the centre on a walk-in basis, assessing their needs and directing them to the appropriate services or support.
- Provide in-depth, person-centred support to clients with multiple complex needs, helping them overcome a range of barriers to achieve positive outcomes.

Admin / record keeping

- To initiate and maintain paper or computer-based client records (dependant on funders requirements), to include eligibility documents, enrolment forms, action plans, records of attendance and progress.
- To follow-up clients in order to track progress and ensure that appropriate supporting evidence is collected
- To produce regular case studies for clients supported. To maintain records, statistics, and provide reports as appropriate. To liaise with colleagues and external agencies / funders to collect monitoring information as required.

Brokerage and Partnerships

- To organise, promote or participate in local Employment and Training fairs.
- To contact employers, job brokerage services and other related organisations to develop and deliver employment and work experience placement opportunities for clients.
- To liaise with colleagues, external partner organisations and agencies to publicise and promote relevant HARCA courses and services, and to facilitate cross-referrals.

Underpinning

- To achieve outputs and targets as required.
- To ensure all relevant and necessary paper and electronic client records are established and maintained in line with funders requirements and current practice.
- To attend internal and external meetings relevant to HARCA employment and training projects, as required.
- To uphold and promote the HARCA's Equality, Diversity and Inclusion Policies in all aspects of these duties.
- To undertake all duties and responsibilities with regard to Health and Safety, Safeguarding Vulnerable persons, Prevent and other relevant corporate policies and strategies.
- To maintain regular CPD to develop skills required to work with clients, ensuring all required training on safeguarding, GDPR and Prevent is completed in a timely manner

General

- To work unsupervised, and in a position of authority, with a range of local residents (including young people and vulnerable people) on an intensive basis.
- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

Person Specification

Post: Employment and Training Officer

Grade: PO1

Team: Employment and Training

Directorate: Communities and Neighbourhoods (CaN)

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. NVQ3 in Information, Advice and Guidance (IAG) (desirable)
2. Skills	a. High level written and oral communication skills b. High level proficiency in creating quality CVs, Supporting Statement and job applications c. Ability to work as part of a multi-disciplinary team d. Ability to support clients with multiple and complex needs and barriers e. Ability to coach and motivate clients
3. Experience	a. Proven track record of delivering employment and training related Information Advice and Guidance (IAG) to unemployed people on a one to one or small group basis b. Experience of successfully achieving job outputs and targets required by funders, particularly job sustainment targets. c. Experience of setting-up and maintaining client records and tracking their progress d. Experience of setting up work experience placements (desirable) e. Experience of Employer Engagement, sourcing work placements and job opportunities for clients (desirable)
4. Knowledge	a. Computer literate to include Microsoft Word, Excel, Outlook, Sharepoint, Microsoft Teams, use of the Internet, Web-based email, and IAG client database systems b. Knowledge of welfare and employment related benefits c. Knowledge of barriers and support needs of clients with complex needs
5. Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing

	e. Personal Progress f. Partnership Working g. Problem Solving
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