

JOB DESCRIPTION

Post Title	Employment Officer
Service Area	Growth
Job Family	n/a
Grade	8
Accountable to	Senior Employment Officer
Accountable for	n/a
Date Evaluated	n/a

Purpose of Job

To work with individuals using an Individual Placement and Support (IPS) or Supported Employment (SE) approach to seek, secure and maintain sustainable employment and/or training in line with individual choice and aspiration.

Key Accountabilities & Duties

1. Support individuals to access employment and/or training opportunities including CV creation, job searching, application form filling, interview preparation.
2. To be aware of health and social care needs of individuals and ensure health and safety in accordance with SCC policies.
3. To assess individual employment needs and aspirations, develop an action plan and regularly review this with the individual.
4. Provide Information, Advice and Guidance (IAG) in relation to employment and training opportunities.
5. To understand and be committed to IPS and SE philosophy and Equal Opportunities policies.
6. Liaise with employers regarding suitable placements, work experience, work trials, employment opportunities.
7. Signpost for additional support such as benefit advice, debt assistance, housing support.
8. To follow any agreed programme action and aims and objectives against external funding or service level agreements (when appropriate) in agreement with the Operational Manager.
9. To keep up-to-date records of contacts and outcomes in line with data protection and confidentiality.
10. Effectively use staff 1-1 sessions and team meetings to reflect on and share practice.
11. To undertake relevant training to enhance both personal development and service delivery.

Functional Responsibilities

- To develop links with other agencies and organisations to secure placement, training and employment opportunities for individuals.
- To support individuals into suitable employment and training opportunities in line with choice and aspirations.

- To be conversant with relevant employment and benefits legislation and policies.
- To ensure records are kept up-to-date and accurate in line with data protection.
- To report outcomes to Line Manager as and when requested.
- To adhere to Council Health and Safety procedures and team Risk Assessments.
- To carry out a range of administrative tasks including updating spreadsheets and/or management information systems, dealing with telephone enquiries, responding to correspondence.

Core Responsibilities and Deliverables

Customer Relationships

1. To deliver Employment Support Team services in accordance with agreed service standards.
2. To monitor and act upon customer feedback to improve customer experiences and to meet or exceed customer satisfaction.

Operational Effectiveness and Compliance

1. To operate in accordance with HR policies and practice.
2. To undertake continuous improvement activity to improve the effectiveness of services.
3. To comply with all Council policies in relation to Health and Safety and Information Governance.
4. To escalate risks and issues which may impact any aspect of performance or the Council's reputation.

Financial Management

1. To deliver Employment Support Team services within budget.
2. To comply with the Council's financial policies and requirements.
3. To identify and propose opportunities for innovation, commercialisation, cost savings, cost recovery or income generation.

Organisational Capability

1. To participate in team and Council wide activities to improve involvement and communication.
2. To participate in and to use the appraisal and performance contract process to develop personal contribution and develop capability.
3. To take responsibility for personal development including any continuous Professional Development.
4. To work with others in the team to develop change readiness.

Person Specification

Criteria	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Level 4 qualification in Information, Advice and Guidance (IAG) or equivalent. 	
Knowledge, Experience and Skills	<ul style="list-style-type: none"> • Experience of supporting individuals into work and/or training. 	

	<ul style="list-style-type: none"> • Experience of working in a person centred way to enable individuals to meet their goals. • Understanding of IPS & SE philosophy and equal opportunities. • Good communication & interpersonal skills including verbal, listening and empathy. • Problem solving skills & experience of working with minimum supervision. • Confident at approaching employers and training providers to set up opportunities. • Familiarity with guidance and legislation relating to employment and benefits. • Experience of working to and meeting targets. • Good organisational and attention to detail skills. • Experience of multi-agency working. • Team player that contributes and covers where necessary. • To demonstrate an understanding of equality issues and how they affect the workplace and individual behaviours. • To have excellent level of IT literacy to be able to use self-service, digital user platforms and applications and MS Office. 	
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Core Behaviours

- Takes personal accountability and holds others to account
- Takes responsibility for own development.
- Listens to and respects the opinions of others.
- Asks for, reflects upon and acts on feedback.
- Works collaboratively with others to deliver the best outcomes.
- Actively seeks opportunities for improvement in organisational processes and activity.
- Builds understanding and commitment to transformational change.
- Sets standards for customer service.
- Builds relationships of trust and alliances with customers groups.

Additional Requirements

1. The duties and responsibilities highlighted in this job description may vary over time. Postholders are expected to undertake other duties and responsibilities relevant to the nature, scope and grading of the post.
2. The post holder must have the ability to understand the needs of a multi-racial society and be prepared to implement the Council's Equal Opportunities Policy at a level appropriate to the job and must at all times carry out his/her responsibilities with due regard to the Council's Equal Opportunities Policy.
3. The post holder is required to be familiar with the Directorate's Health and Safety Policy and be aware of and observe any part of the policy related specifically to the duties and responsibilities of the post.

Standby Payment	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Fire Marshall	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
First Aider	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Politically Restricted	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Tool Allowance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Emergency Planning Rota	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Contractual Car User (see intranet for more information)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
DBS (see intranet for more information)	Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> N/A <input type="checkbox"/>
Basic Disclosure (see intranet for more information)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>