**Employee Specification**

**Post Title: Personal Adviser (IPS) ERYC Grade 6a**

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| **Essential Criteria** |
| Experience/qualifications:   * Proven track record in supporting participants to meet their goals and achieve positive progression/outcomes * Experience of working with a case load of clients (one to one basis) and managing multiple tasks at any one time * Experience of engagement with stakeholders in enabling effective collaboration and partnership working * Experience of administration and use of a range of IT software (Level 2 ICT qualification or demonstrable experience) * Level 2 (or equivalent) in Maths and English * Full driving/motorbike licence and use of car/bike for business use   Knowledge:   * Understanding of the employment needs and challenges faced by people who experience labour market exclusion * Understanding of the local area and current/future employment and training opportunities   Skills:   * Excellent problem-solving skills, ability to work on own initiative and carry out research/keep knowledge up to date * Ability to communicate clearly and professionally at all levels * Ability to identify creative solutions * Natural ability to build close, trusting and productive relationships with people whilst remaining assertive, tenacious and resilient. * Organised, motivational, pro-active and able to embrace change/adopt a ‘can do’ attitude * Excellent customer care skills, demonstrating empathy and genuine belief that those affected by drug/alcohol dependence can secure employment * Excellent team player with ability to work collaboratively with mixed-disciplinary team * Ability to build rapport and demonstrate positive, non-judgemental attitudes towards a diverse client group |

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| **Desirable Criteria** |
| * Level 3 qualification or higher in Advice & Guidance or similar (e.g. teaching) * Personal lived experience of recovery/working with others in recovery * Experience of delivering a service using the Individual Placement & Support model * Knowledge of the benefits system and disability/employment related benefits * Experience of working on externally funded employability programmes and meeting/exceeding contractual targets |