



BARTON HILL SETTLEMENT JOB DESCRIPTION

Job Title:

West of England Works (WoEW) Case Worker
This post is funded by the European Social Fund

Job Purpose:

To deliver and facilitate, as part of a West of England Works team, an end to end programme to unemployed and economically inactive people who face multiple barriers to enter the labour market. The role involves supporting individuals in both a 1:1 and group setting in order to produce a co-designed personalised plan that increases their knowledge, skills, experience, confidence and aspiration, and details the support required in order to move towards and into employment and training opportunities.

Main Duties & Responsibilities:

Service Delivery

1. Check the eligibility of all referrals and register onto the project as appropriate.
2. Using a holistic and person-centred approach, carry out detailed assessments with participants leading to a co-designed Personalised Plan that meets participant's needs with clearly identifiable and achievable SMART goals. The Plan will focus on achieving outcomes linked to employability and will identify the need for any specialist services funded by the project.
3. Pro-actively maintain (typically on a weekly basis) positive contact with participants, to record all progress, maintain participant's motivation and enthusiasm; and address any barriers or set-backs identified.
4. Engage participants in meaningful, structured 1:1 and group work activities in a variety of settings (e.g. BOOST Finance) which are tailored to their needs.
5. Regularly review Personalised Plans with the participants and external providers as required which will include liaising with external partners and referrers.
6. Design, develop and deliver both information sharing sessions, group work and activities for participants as part of their progression.
7. Support and advocate for participants to navigate available support options, including mainstream services, family and natural support networks that can be optimised, as well as specialist support services.

8. Signpost and accompany service users to specialist services (e.g. substance misuse, housing, health, benefits, legal, debt advice) to overcome barriers to work and employability and advocate appropriately on their behalf.
9. Provide consistent and positive motivation and mentoring support to service users with complex and sometimes challenging needs, empowering them to achieve their employment and training goals.
10. Effectively manage a caseload of participants; ensuring ambitious performance targets and project objectives are met and service exit strategies are appropriately built into participant's progression from the beginning through SMART objectives.
11. Identify suitable work/volunteer experience and training placements and provide positive support to service users to sustain their placement, in liaison with employers.
12. Support participants to contribute to the development of the project through the Participants Forum, suggestions for new structured activities and tracking their experience of the project using the Participants Evaluation Form and other feedback tools.
13. Maintain accurate participant records and record all data in accordance with European Social Fund (ESF) requirements, including service user views and experiences of the project, to enable the organisation to monitor the progress of the project and evaluate its overall effectiveness.

General

1. To attend and actively participate in monthly supervision sessions with the Project Coordinator including engaging in the monitoring and review of performance targets and training needs.
2. To work within the policies and procedures of Barton Hill Settlement and attend and actively participate in appropriate team meetings, training events and staff development days.
3. To communicate and engage with staff, volunteers, Barton Hill Settlement service users and partners in a positive, constructive and effective manner.
4. At all times to work within and actively promote the equal opportunities and safeguarding policy of the Settlement.
5. At all times to be aware of the health and safety of colleagues, users, local people and self and to work within the health and safety policies of the Settlement.
6. Work flexibly in terms of responsibilities and working hours as required or directed, carrying out any duties as they arise which are consistent with the general character of the post.

Person Specification:

This part of the job description describes the

- knowledge
- experience
- abilities and skills
- qualification and training

Applicants must demonstrate that they have the essential criteria in order to be shortlisted for interview. Your application must show, in detail, how you meet the following essential criteria. It would also be useful to add, in addition, details of how you meet any desirable criteria that may be listed.

Essential criteria
<i>You must describe how you meet these criteria in order to be shortlisted for interview.</i>
<ol style="list-style-type: none">1. Experience of working with disadvantaged/marginalised people who are economically inactive or long-term unemployed.2. Excellent interpersonal and professional relationship building skills; including engaging positively with individuals with complex needs, confidence in facilitating and leading groups and motivating and inspiring others.3. Knowledge of complex barriers to employment and how to address these.4. Experience of designing and delivering person-centred support plans and working on a 1:1 and group work basis, including a good understanding of appropriate boundary keeping, safe guarding and working to SMART principles.5. Experience of designing, developing and delivering training courses and group work sessions in variety of settings.6. Experience of positive partnership working and liaising with relevant agencies e.g. colleges, job centre plus, DWP, employers, social work and specialist teams to deliver quality services.7. Ability to work on own initiative and as part of a team and to prioritise need.8. Excellent organisational, record keeping and administration skills, IT literate.9. Understanding and experience of reaching out to all communities and an understanding and commitment to diversity and equalities in all areas of work.
Desirable criteria
To speak and write fluently in a secondary community language

This post is subject to a satisfactory DBS check

TERMS AND CONDITIONS:

THIS IS A FIXED TERM CONTRACT ENDING ON THE 31ST DECEMBER 2019.

Reports to: West of England Works Project Co-ordinator

Staff & Volunteers: No line management responsibilities.
Provide support and guidance to volunteers within the service.

Hours: 35 hours per week
Monday – Friday 9am -5pm with a 1 hour unpaid lunch break
Occasional evening and weekend work will be required.

Holidays: 5 weeks per year (pro rata)

Salary: Scale F grades 26-29 £23,398 -£25,951 pro rata
(£12.86 per hour)
Successful candidate starts at the bottom of the scale

Probation: 6 months.

Pension: All employees will be enrolled into a workplace pension scheme if they are not already in one and;

- Earn over £10000 per annum
- Are aged 22 or over; and
- Are under state pension age.
- Please speak to HR and Admin Officer for further details.

Full details of terms and conditions of employment are included in the Settlement Employee Handbook.

JRG reviewed: 23/01/2017