

## Job Description

### Supported Employment Referral Adviser – Connect to Work Supported Employment Service

Role Profile	FIS Information, Advice and Guidance Officer IFS026
Service/Team	Skills & Learning Adult Community Education
Reports to	Programme Manager – Connect to Work
Responsible for	N/A
Number of posts	3
Post number	
Career Grade	N/A

**My job improves the quality of life for the people of Bournemouth, Christchurch, Dorset and Poole by providing an impartial advice, guidance and signposting service for adults with barriers to gaining and maintaining secure employment who may have disabilities, health conditions, mental ill health, neurodivergence or sensory impairment**

#### Job Overview

Provide a front door triage service, that delivers information, advice and guidance to support people in making employment, career, training and educational choices that are right for them and their aspirations

Signpost and refer to the most appropriate programme of support including supported employment programmes and health, wellbeing and education provision

#### Key Responsibilities

- Provide information, advice and support to adults and young adults, to ensure that they receive relevant and appropriate information to enable them to access suitable support and achieve positive outcomes
- Provide excellent front of house customer service for anyone attending various information service areas and events across BCP and Dorset ensuring that their needs are listened to, understood, and met in a respectful way
- Support an effective admissions and onboarding service that aligns to Matrix quality standards, for potential participants for supported employment or adult education programmes
- Agree personalised action plans with individuals accessing the service
- Manage interactions with customers in a professional manner, seeking to collaborate to find the best solution to their issue. This includes using empathy and diplomacy when dealing with contentious situations to lead to improved communications and more successful outcomes

- Develop and maintain positive, productive relationships with current and new partners and external agencies to ensure the Service is always up to date, to make recommendations to managers about gaps in provision and to maximise work experience, employment and volunteering opportunities for customers
- Make referrals and escalate issues to other services, agencies and organisations when required, to ensure the appropriate support and information is provided
- Record all enquiries on the appropriate database in line with agreed processes and data protection protocols in order to gather feedback, produce reports and support the development of more effective ways of working.
- Maintain accurate records so that information is accessible and auditable
- Provide information about participants to Employment Specialists so that customers only have to tell their story once
- Provide feedback to improve processes and systems

### **Specific Qualifications and Experience**

- Some experience of IPS or SEQF supported employment models desired
- Information Advice & Guidance (IAG) qualification at level 3
- Coaching qualification desired
- Experience of providing information, advice and employability services
- Experience of planning and managing workload.
- Experience of communicating persuasively with a range of stakeholders
- Experience of working with a wide range of adults with varying levels/ranges of abilities including SEND learners
- Experience of helping adults to overcome barriers to secure and sustain employment
- Experience of applying well developed knowledge and understanding of mental ill health, neurodiversity, health conditions and disabilities to different situations
- Experience of influencing, negotiating and problem solving to achieve desired outcomes
- Experience of working in community / support environments

### **Personal Qualities & Attributes**

- Good knowledge of the work practices, processes and procedures relevant to own area of work, including broader commercial awareness
- Passion, drive and commitment to challenge inequality and break down barriers, with a strong belief in strength-based support and personalised care
- Enthusiastic and motivational approach to helping people achieve their potential
- Self motivated with a can-do attitude and ability to thrive in a diverse and ever changing work environment
- Creative, solution focussed approach
- Good resilience, emotional intelligence and diplomacy, with the ability to show compassion and build rapport with participants, learners and specialists
- Ability to remain calm under pressure

- Well developed written and oral communication skills
- Excellent organisational and IT skills, including diary management, with the ability to manage various tasks and priorities

### **Job Requirements**

- DBS check required
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
- This is a community based role that requires remote working from a range of locations
- The post holder will be required to work outside of core office hours where necessary to support a customer

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.