

Job Description

Supported Employment Quality Officer – Connect to Work Supported Employment Service

Role Profile	Internal Quality Assurer MUL040
Service/Team	Skills & Learning Adult Community Education
Reports to	Programme Manager – Connect to Work
Responsible for	N/A
Number of posts	1
Post number	
Career Grade	N/A

My job improves the quality of life for the people of Bournemouth, Christchurch, Dorset and Poole by providing quality assurance and improvement support for supported employment programmes that help economically inactive residents to secure and maintain good quality, suitable employment

Job Overview

Review and assess supported employment provision against the Supported Employment Fidelity scale

Make suggestions and recommendations to improve the quality of the service and coach and support managers, supervisors and delivery specialists to reach good fidelity, improving outcomes for participants

Support the implementation of quality improvement plans and development of a culture of continuous improvement

Key Responsibilities

- Conduct site visits to workplaces and other locations where supported employment participants are employed or being supported
- Observe and assess standards against defined frameworks and plans, in order to monitor progress and inform the review of improvement plans
- Produce evidence-based analysis of practice, both verbally and in writing, to record progress made by service providers including delivery partners, against defined plans and identify agreed areas of action on behalf of BCP Council
- Contribute to the design and delivery of tailored training interventions aligned to legislative frameworks and best practice that support development of supported employment providers and enhancement of service quality
- Maintain accurate records so that information is accessible and auditable
- Provide guidance and coaching to Employment Specialists and support problem solving
- Provide feedback to improve processes and systems in relation to work flow management

- Provide a quality service through conducting regular visits, effective monitoring and on-the-job training and support to delivery specialists

Specific Qualifications and Experience

- Degree educated, or equivalent qualification or experience
- Proven experience in delivering employment support using the IPS or SEQF model
- Internal Quality Assurance qualification desired
- Coaching qualification desired
- Experience of supervising the work of other specialists
- Experience of conducting site visits and assessments against defined criteria.
- Experience of conducting evidence-based assessments and analysis.
- Experience of planning and manage workload.
- Experience of communicating persuasively with a range of stakeholders
- Experience in a target driven setting
- Experience of managing a caseload
- Experience of working with a diverse range of individuals who may find it more difficult to secure sustainable 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

- Excellent knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) 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
- High level of resilience, emotional intelligence and diplomacy, with the ability to show compassion and build rapport with participants and specialists
- Ability to remain calm under pressure
- Highly 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 including a variety of different workplaces
- The post holder will be required to work outside of core office hours where necessary to support a participant

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