

Job Title – FutureFocus Careers Adviser

Grade – Scale 6

Job Description

Job Purpose

To provide high quality, impartial careers information, advice, guidance and support to young people aged 13 – 19 (up to 25 if LLDD), with the aim of improving their chances of engaging in education, training and employment. To encourage, enable, advocate for and assist young people to participate, to support the Raising of the Participation Age, and reduce youth unemployment.

Major Tasks

- Provide impartial career information, advice and guidance to individuals or groups to identify needs, and support and empower them to overcome barriers to achieve a positive progression.
- Engage young people to identify their needs and enable them to make best use of the support services available to them.
- Manage a caseload of young people, which includes establishing and agreeing contact, recording information on progress and monitoring outcomes to ensure needs are met and to ensure progression.
- Support young people on caseload to make applications to post-16 progression opportunities, to include the completion of application and referral forms as required by the education, training or employment provider.
- Contribute to the Local Authority’s statutory duty to encourage, enable or assist vulnerable young people by supporting in identifying those young people in Year 11 of compulsory education that are at risk of not participating (RONI), or those young people post 16 already NEET.
- For those young people experiencing barriers that affect their capacity to participate, are NEET, or are at risk of not participating (RONI), provide additional intensive and sustained support, utilising the Common Assessment Framework, and taking the Lead Professional role, as appropriate.
- Support the Local Authority’s statutory duty for young people with additional needs, through attendance at Annual Reviews, and take a careers lead in, and contribute to, the production of the complex post 16 Education, Health and Care Plan.
- Support young people and their parents/carers through key transition points in their education and/or training.
- Comply with and deliver contractual requirements of the service. This includes the FutureFocus Traded Service to schools, which supports the trading school(s) to meet their statutory duty for independent and impartial careers guidance. Also, to work collaboratively with Jobcentre Plus, with completion of relevant benefits paperwork as required.
- Actively participate in the performance management framework, and take responsibility for achieving own and service targets.
- Maintain high levels of modern professional practice, adhering to professional codes of conduct and ethics, within a quality assured framework. Remain up-to-date with service specific legislation and other developments including the education of young people with disabilities and/or additional needs.
- Use ICT and record accurate, relevant and full information on a client database as part of the process of undertaking the duties of the role and as required to support the Local Authority’s statutory duty to report monthly to the Department for Education, including the September Guarantee.

Contacts & Relationships

- Frequent contact with young people and parents/carers, for the purpose of providing information, advice and guidance, and other appropriate support.
- Regular contact with internal staff, managers and peers for the purposes of communicating personal performance and contributing to the efficient and effective running and development of the service.
- Regular contact with staff at all levels from partner organisations, including schools and other post-16 providers, in order to coordinate and advise on delivery of responsive information, advice and guidance services, securing appropriate client referrals, or raising the profile of the service.
- Infrequent contact with employers for the purpose of gaining information about the skills they require in their workforce, and improving personal knowledge of labour market information

Creativity

- Use assessment tools to identify attributes, circumstances and barriers to enable the production of appropriate action or assessment plans. These to include outcomes for young people that can be used by them and other professionals to inform and support their development and progression.
- Differentiate the method of contact with young people, in order to encourage engagement with service offer and to build effective working relationships to promote positive outcomes. This will involve delivering the service in a variety of settings, including office, school/college, young person's home, outreach venues and other appropriate places.
- Contribute to professional consultations/meetings to plan ways to meet the needs of young people and their families/carers, often in very complex situations.
- Work with other professionals using a multi-agency approach, utilising the Integrated Working Toolkit (CAF/TAC), and taking Lead Professional role as appropriate. Contribute to meeting the holistic needs of young people to improve their education, training and employment outcomes.
- Promote the welfare of young people and contribute to safeguarding procedures.
- Advocate and represent the interests of young people with opportunity providers, social agencies and other services when this requires substantial and sustained representation of their interests.
- To produce reports to support the delivery of information, advice and guidance services.
- Manage own workload and activities to ensure achievement of deadlines and targets within the available time.
- Review progress made by young people and provide further advice and guidance to support retention, development and progression.
- Identify and use a range of resources effectively to support the delivery of modern information, advice and guidance in both one-to-one, group, assembly and careers event settings. Ensure resources are appropriate for the intended audience, which may mean creating bespoke information and materials as appropriate.
- Work creatively utilising guidance theory frameworks to identify effective approaches to provide young people with high quality information, advice and guidance relating to careers and life skills opportunities.
- Attend transfer Reviews in Year 9, 10 and 11 for those young people with a Statement of SEN/EHCP, and produce Transition/Transfer Plans.
- Use creative skills to complete and manage applications on local and national databases such as UCAS Progress and the National Apprenticeship Service website.
- Visit and liaise with opportunity providers and other agencies to collect information appropriate to support both the careers guidance and risk of NEET/barriers work.

Decisions

- Make considered recommendations to young people as part of the information, advice and guidance process, enabling them to make informed choices.
- Use professional judgement and CAF assessment where appropriate to decide when to refer young people to partners or other services in order to help them overcome their barriers and provide continued support and follow-up as appropriate.
- Contribute to multi-agency decision making with partner agencies in relation to young people
- Make occasional recommendations to change the service delivery of information, advice and guidance to meet changing needs.

Management & Supervision

- There is no supervisory responsibility with this role.

Supervision Received

- The post will be line managed by a FutureFocus CareersTeam Leader
- The post holder will organise their own workload, contacting their manager to seek advice where required.

Complexity

- The role involves working with young people that may have difficult personal circumstances and sometimes challenging behaviour and attitudes. The post holder will need to be able to deal with the emotional demands of this type of work.
- Support the Local Authority's statutory duty for young people with additional needs, through attendance at Annual Reviews, and take a careers lead in, and contribute to, the production of the complex post 16 Education, Health and Care Plan.
- The post holder will be required to maintain current knowledge on a broad range of training, learning and employment opportunities across the region, as well as career routes and statistics and labour market information.
- The post holder needs to be able to use a range of professional tools and assessment methods for identifying a person's individual needs, and then helping them to develop a plan to overcome any barriers and improve their skills to enable positive progression. This will include using resources to research the full breadth of available opportunities, and potential referrals to other appropriate agencies where further specialist expertise is required.
- Able to work effectively within the Council's multi-agency approach to ensure that each young person's needs are met as appropriate to the service area.

Resources

- The post holder will be responsible for secure use of a phone, IPAD and laptop when these are needed to be used out of main office premises.
- The post holder will be responsible for processing personal sensitive information as described in the Data Protection Act principal 1 schedule 2 & 3.
- The post holder will be responsible for ensuring a car is available and insured for business use.

Impact

- The purpose of the role is to support the council to ensure it meets its statutory duty with regard to enabling young people to engage in and sustain education, training or employment with training and to meet all requirements for the reporting of information to support this.
- The role underpins the Council's economic strategy, ensuring local people have the right skills that employers need for strong economic growth and to attract inward investment.
- The impact on the council and wider services if this specialist role did not exist would be higher rates of unemployment, a greater drain on the Telford & Wrekin economy, loss of best operational practice and a potential loss of employers bringing jobs to the area.

Physical Demands
<ul style="list-style-type: none"> • The role may be desk-based for the majority of the time but standing is required for promotional events and giving presentations or workshops. • The post holder may be required to transport resources and equipment to delivery venues on a regular basis.
Working Environment
<ul style="list-style-type: none"> • The role requires lone working with young people, parents/carers, which may be in their own homes or whilst transporting them by car to other venues. • The role will require working flexibly to ensure delivery from a range of venues. • The post holder may be at risk of verbal abuse or anti-social behaviour. • Some frequent outdoor work may be required for promotional activity, outreach and tracking of young people.
Emotional Context
<ul style="list-style-type: none"> • The post holder will have contact with young people, parents/carers, with upsetting and distressing circumstances and is a regular feature of the job. Young people supported by this team have very complex issues including disabilities, learning difficulties behavioural problems, criminal records, court orders, mental health issues and distressing personal histories. • The post holder may experience the disclosure by young people, parents/carers, of sensitive and distressing information, including relationship breakdown, homelessness, financial difficulties, illnesses, criminal convictions, distressing personal histories etc. • The post holder will have on-going contact with young people where consequences of advice given and actions and decisions made will have long-term implications for the young person. This could place emotional strain on the post holder. The young person may have missed opportunities they were entitled to, or may not be in receipt of the correct financial support. Inaccurate advice and guidance can have serious implications on future opportunities for young people if they have made wrong choices at an earlier age.
Other
<ul style="list-style-type: none"> • The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. • The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. • The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

Person Specification

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • Level 2 qualification or higher in English and Maths. • Level 4 or equivalent qualification in Information, Advice and Guidance. • Willingness to work towards the nationally required standard in Careers Guidance (currently QCF Level 6) and other continuing professional development.
Experience	<ul style="list-style-type: none"> • Experience of providing information, advice and guidance services to young people. • Experience of working with vulnerable young people with additional needs/barriers, to include ongoing and enduring difficulties. • Experience of working effectively on own initiative and in a team, and supporting the team to achieve its targets and deadlines. • Experience of working to and meeting challenging deadlines and targets, through prioritising personal workload to respond to changing demands. • Experience of using modern technology to support effective professional practice. • Experience of multi-agency working practices. • Experience of working with or an understanding of Special Educational Needs/Disabilities processes.
Knowledge	<ul style="list-style-type: none"> • In-depth knowledge of the opportunities available across the region, for improving skills levels and qualifications, and gaining employment. • Knowledge of the range of services which are available to help and support young people with their broader needs. E.g. homelessness or benefits. • In-depth knowledge of the processes and requirements involved in accessing courses (at all levels), training opportunities, and jobs. • Knowledge of professional best practice in the field of Information, Advice and Guidance. • Knowledge of the barriers and challenges young people face when returning to education or training, or moving on to the next opportunity. • Clear understanding of Safeguarding procedures.
Skills	<ul style="list-style-type: none"> • Able to communicate and build effective professional relationships with a broad range of people at different levels including young people, parents, carers and other professionals. • Able to maintain professional detachment, and provide impartial advice and guidance on a range of progression opportunities. • Actively engage and motivate young people, overcoming challenging behaviours and attitudes to support a positive outcome. • Able to maintain full range of knowledge of opportunities and professional best practice, in a constantly changing landscape, both locally and nationally.

	<ul style="list-style-type: none"> • Able to organise own personal workload to ensure the most efficient use of time, and achieve targets and deadlines. • Able to work well under pressure. • Well-developed recording skills and competent use of ICT
Personal style & behaviours	<ul style="list-style-type: none"> • As a council employee you will be supported and expected to demonstrate the Council's Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Enthusiastic and committed to delivering a high quality modern service to young people. • Committed to own professional development, and achieving the highest standards in professional field. • Develops good relationships with others by behaving with integrity and treating them with respect. • Promotes diversity and equality of opportunity. • Suitable to work with vulnerable young people, including those with additional needs. • Prepared to undertake twilight and evening work as required.
Fluency Duty	<ul style="list-style-type: none"> • This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure members of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. • The post holder will need to interact with a degree of fluency and spontaneity to enable them to pass on information and deliver advice and guidance, explain training and qualifications and produce clear, detailed text on complex subjects for training materials.

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	
Working with Adults - Regulated Activity	✓
Working with Children - Regulated Activity	✓

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>