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Job Box Delivery Officer

Grade Scale 5

Job Description

<p>Job Purpose</p>
<p>To support a range of unemployed people through their barriers to seek, find and sustain employment and education and assist with skills improvement as appropriate when seeking work. To ensure high quality support including coaching and mentoring at all times, which enables effective progression and positive outcomes into learning, training and employment</p>
<p>Major Tasks</p>
<ul style="list-style-type: none"> • To support the Councils visions and priorities both internally and externally • To identify and address individual development needs. • To deliver team objectives in the most cost effective manner, minimising waste • To ensure individual objectives and targets are met within agreed time frames • To deliver standards which achieve equality of opportunity. • To manage a caseload of unemployed people, providing intervention and support on a one-to-one or group basis. • To use a wide range of strategies and methods to positively challenge or overcome customers' barriers to progression. Supporting and encouraging skills development to improve customers' prospects and success in gaining employment and opportunities to move on. • To accurately maintain information within relevant IT systems, ensuring timeliness, accuracy, data security and confidentiality at all times. • To work flexibly, including some evenings and weekends when required to respond most effectively to customers' needs. • To use professional knowledge of other available support to facilitate customer access to other provision that will further support successful outcomes. • To support at drop in desks and outreach events including pop ups as required to reach customers. • To deliver a service which complies with safe systems of work in accordance with Health and Safety, safeguarding and risk management policies and procedures.
<p>Contacts & Relationships</p>
<ul style="list-style-type: none"> • To communicate effectively and maintain effective relationships with a wide range of services, organisations and providers in order understand the local employment market and promote opportunities. • Making referrals to different services will be an integral part of the role maximising current provision and feeding back when provision is not proving wholly successful. • Frequently communicating effectively with customers to build relationships that support and enable positive progression, which will require negotiation and persuasion. Dealing with difficult or challenging behaviour and/or attitudes will also be required from time-to-time. • Communicating with peers and managers at varying levels within the organisation for the purpose of sharing information about customer issues, performance and progress.

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- DWP, Social care, health professionals, internal/external providers and organisations to discuss service user needs and help plan how they can be best met as part of any assessment, enablement and support planning process.

Creativity

- The nature of the role will require a wide range of strategies and methods for engaging, building and maintaining relationships with unemployed people with significant barriers to progression. The postholder will need be creative in deciding the type of approach required at the correct time in order to achieve timely and effective outcomes. A wide range of information and data sources will have to be used in order to understand an individuals needs and inform actions required to achieve positive outcomes.
- Facilitate access for customers to the wide range of services offered by the wider Sills team and other partners and stakeholders
- The role will infrequently involve the need to advocate on behalf of a customer in order to challenge prejudice or highlight opportunities. The postholder is expected to feedback to the management team when issues like this occur.
- The post holder will be involved in record keeping, updating action plans, risk assessments and the reporting of incidents in line with T & W policies and procedures and o contribute to the teams Data collection and reporting process for measuring activity and outcomes of service users and team

Decisions

- The role involves making decisions about how best to support a particular individual to overcome their barriers to learning and/or employment. They will make recommendations to their customers about the range of options available to them and which one would be most suitable at a given time in that customers' personal journey. The postholder will be accountable for their decisions and actions.

Management & Supervision

- The post is not responsible for managing any staff or budget, but is responsible for supporting a caseload of unemployed people with a wide range of needs, some of which will be very complex.

Supervision Received

- The postholder will work within a defined caseload and will be given targets to achieve. However, the postholder will be required to work autonomously when deciding how to support and work with each person on their caseload to achieve appropriate and timely outcomes. They will receive regular supervision from their line manager.

Complexity

- The role will involve a wide variety of tasks that will change on a daily basis in order to respond as effectively as possible to support the unemployed people on their caseload to progress positively towards learning and/or employment. Knowing when to use a particular approach or method requires a good understanding of the individual concerned.
- The role requires a broad knowledge of the range of services that are already available to support unemployed people, and the eligibility criteria that applies to that provision. Keeping this knowledge up to date will be fundamental to success.
- Customers on the caseload will often have difficult personal circumstances and sometimes will have challenging behaviour and attitudes. The postholder will need to be able to deal with the emotional demands of this type of work, and maintain a positive and enthusiastic approach at all times.

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<ul style="list-style-type: none"> • The role involves working to targets and the postholder will be under pressure to achieve the targets that are set. Customer needs will change on a regular basis and sometimes they will require urgent support which will mean rescheduling work already planned. • To work with individuals and employers to negotiate and deliver facilitate 'job coaching' in the work place for individuals who may require this form of support
<p>Resources</p> <ul style="list-style-type: none"> • 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 require access to transport/car available and insured for business use
<p>Impact</p> <ul style="list-style-type: none"> • The purpose of the role is to ensure the council supports unemployed adults to engage in education, training or employment with training and to meet all requirements for the reporting of information to support this. • The role underpins the Councils 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 role did not exist would be higher rates of unemployment, a greater drain on benefits and a potential loss of employers bringing jobs to the area
<p>Physical Demands</p> <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
<p>Working Environment</p> <ul style="list-style-type: none"> • The role does require lone working with service users and customers in community venues • The role will require delivery from a range of venues including employer premises • The post holder may be at risk of verbal abuse or anti social behaviour • Some in frequent outdoor work may be required for promotional activity
<p>Emotional Context</p> <ul style="list-style-type: none"> • The post holder will have contact with customers with upsetting and distressing circumstances which is a regular feature of the job people supported by this team can have very complex issues including disabilities, learning difficulties behaviour problems, criminal records, court orders, mental health issues and distressing personal histories. • The post holder may have people disclose sensitive and distressing information including relationship breakdown, homelessness, financial difficulties, illnesses, criminal convictions, distressing personal histories etc • The post holder may have on going contact with the customer where consequences of advice given and actions and decision made could have long term implications for the customer which could place emotional strain on the post holder. Implications could effect and individuals benefits, financial position and future ability to progress in learning and employment
<p>Other</p> <p>The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.</p>

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The postholder 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 postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

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Person Specification

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • A level 4 qualification or above in a relevant discipline (e.g. education & training, IAG, coaching & mentoring, care professions) or equivalent professional experience. • Level 2 English and maths qualifications
Experience	<ul style="list-style-type: none"> • Experience of working in a team that provides support to individuals with specific needs or barriers. • Experience of working in a fast-paced and constantly changing environment. • Experience of working under pressure to achieve deadlines, targets or outcomes. • Experience of prioritising a personal workload and rescheduling planned work to respond to changing demands.
Knowledge	<ul style="list-style-type: none"> • Knowledge of the barriers unemployed people may have that prevent them progressing into learning or employment. • Knowledge of types of support that is available to help unemployed people to progress positively. • Knowledge of the differences between coaching, counselling and advice and guidance. • Specialist knowledge in supporting specific groups eg 18-24 year olds, over 50's, individuals with learning difficulties and disabilities is an advantage to ensure we have a range of expertise in the team
Skills	<ul style="list-style-type: none"> • Able to communicate and build effective professional relationships with a wide range of people from diverse backgrounds, whilst maintaining a non-judgemental approach. • Able to positively challenge behaviours and attitudes that are preventing a person from progressing into learning and/or employment. • Able to use a range of information sources to identify a customers needs and make recommendations about the correct course of action to take. • Able to work outside of normal office hours to provide the most effective support to enable positive outcomes.eg job coaching • Able to negotiate, persuade and motivate others to undertake agreed actions.
Personal style & behaviours	<ul style="list-style-type: none"> • As a council employee you will be supported and expected to demonstrate the Councils 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 making a difference for people who are unemployed. • Adopts a flexible approach that puts the customer and their needs first, and maximises the impact of every interaction. • Resilient individual who can maintain a positive attitude in a demanding and changing environment. • An organised person who can effectively manage a variety of information, tasks and demands.

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	<ul style="list-style-type: none"> • A person who can be credible as a role-model for people who are unemployed. • This role will require the postholder to be able to travel around Telford and may from time to time need to transport a customer, therefore a full Driving Licence and access to a car is a desired requirement.
Fluency Duty	<ul style="list-style-type: none"> • The post holder will need to be able to interact with a degree of fluency and spontaneity to fully understand customer situations and produced detailed text on a wide range of subjects related to education, training and employment areas,
Political Restriction	none

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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	X
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>