

Position title: Employment Development Worker

Job status: Fixed Term contract until 2023

Hours of work: 37 hours

Location: Central and West Norfolk

Salary and Benefits: £23,963 per annum, 23 days annual leave (plus Public/Bank Holidays).

Job Summary: This post will form part of the Building Better Opportunities/European Social Fund programme led by East Coast College across the New Anglia Local Enterprise Partnership area (Norfolk & Suffolk). This project aims to tackle poverty and reduce social isolation.

The Norfolk Community College Project is part of the Building Better Opportunities programme, which has received funding from the European Social Fund and National Lottery Community Fund to support long term unemployed people facing complex and multiple barriers to work across Norfolk.

The Employment Development Worker will work solely on the Norfolk Community College project. They will work with a range of vulnerable people who face more complicated life challenges, undertaking effective support planning and providing advice, advocacy and practical help to participants in a personalised way to support them into employment, education and training opportunities.

The Employment Development Worker will:

- Support long-term unemployed and economically inactive participants to overcome the barriers preventing them from progressing into the Norfolk Community College project.
- Provide support to reduce anxieties associated with starting a new activity for the first time. The role will also provide support throughout job searching process, offering a flexible response to the needs of the participant as life challenges occur.
- Assisting of a team of Trainees who will provide peer-type support to participants to ensure their continued progress.

About Future Projects: Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So, they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by

providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

These services fall under three departments, each of which has its own mission, aims and operations across Norfolk, and each of which contributes to the charity's vision and mission in their own ways.

1. **Future Education:** A specialist independent school which engages children with complex needs in learning, inspiring them to achieve and nurturing them to become successful adults.
2. **Future Radio:** A radio station which engages the community, builds skills and provides opportunities through great music, conversation and people.
3. **Future Support:** A collection of specialist support services which help those most in need through hands-on support, advice and advocacy.

These departments or services work closely together, sharing skills, knowledge, facilities and equipment. In doing so, we are able to add value to our work and improve outcomes for those we serve.

Vision statement: Our vision is of vibrant and strong communities, where everybody can live independent, safe and happy lives.

Key Deliverables

- To reduce the impact of social exclusion by supporting access to the project amongst participants who face multiple and complex barriers, and working in a way that helps to build their resilience and assets.
- To support participants who are accessing the project to become involved in project delivery, supporting them to apply for volunteer and trainee positions.
- To support the project to respond to areas of unmet need by identifying and working alongside community groups, and by encouraging participants to play a full and active role in the project steering group.
- To work in a sustainable way that helps the project to make a positive contribution to its social, economic and environmental goals.
- To work closely with the project lead and participating partners, to provide well rounded approach to each individual. Keeping data entry and support plans up-to-date, providing written reports, and co-facilitating workshops and focus groups.
- Networking with local organisations in order to promote the project and encourage referrals
- To attend and contribute to regular practitioner and network meetings, and to represent the project at the team meetings of other partners including Jobcentre Plus.
- To work positively with local employers and other key stakeholders, helping to promote the project in order to open up volunteering, work placement and job opportunities for participants.

Detailed duties and responsibilities

- Initiate contact with new clients, undertaking an initial assessment of basic support needs, setup and maintain support plans, monitor and record case progress
- Deliver one-to-one and group based support including outreach working in pursuance of the project aims
- Support a small team of volunteers/trainees to support delivery, providing training, supervision and direction to ensure their work is safe and effective at all times
- Provide all-round support, advice and guidance to clients aged 25 and over identifying and meeting their general support needs in full
- Signpost clients to the necessary agency/organisation when further or specialised support is required, and facilitate clients' access to those services as required
- Follow current health & safety systems and maintain accurate records including (but not limited to); risk assessments, lone working systems, regular case reviews, case notes, information sharing, client consents, risk screening and risk management plans and any other Future Projects Policies & Procedures
- Undertake outreach activities to provide support services to those unable to travel, including one-to-one meetings at other premises or in the client's home
- Support clients to identify their own support needs and make positive life choices
- Introduce clients to a range of facilities, opportunities and amenities to improve social skills, broaden cultural understanding and improve self confidence
- Attend partnership development meetings, building working relationships with local service providers and relevant agencies/organisations in order to influence and shape services to clients' needs
- Ensure that relevant information relating to clients or client related concerns are properly raised and shared with Senior Support staff, any other relevant persons and the appropriate agencies/organisations (all in accordance with the data protection act)
- Support clients in their access to other services by booking appointments, arranging transport or escorting to meetings
- Maintain confidentiality in the working environment, ensuring that the privacy and dignity of clients are protected at all times
- Facilitate client development through working groups, community projects, training and development and/or other engagement opportunities
- Attend and represent Future Support and BBO Norfolk Community College Project at promotional events or partnership meetings as required
- Undertake any such reasonable tasks as may be required from time to time

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Job environment: The post holder will work as part of the BBO Norfolk Community College team and will work closely with other Support Workers and Future Projects Line Manager. The working environment may at times be challenging and varied so flexibility is very important. The post holder must be able to deal with a range of vulnerable people and must be required to respond to client need out of hours and at weekends on occasions.

Supervision: The post holder will report to the Future Projects' ESF Project Manager. The post holder will be subject to regular support and supervision sessions.

The post will take responsibility for supervising the work of Trainees at any given time.

Health and Safety/Safeguarding: The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person in accordance with the charity's policies and procedures.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: j.maclennan@futureeducation.org.uk 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Andrew Morter – Head of Operations and Services: a.morter@futureprojects.org.uk 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

Equalities: The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of service users' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a disability confident employer; see the charity's application pack for more information.

Pre-employment checks: As a Regulated Activity Provider, if you are offered employment into a regulated post, you will be subject to a Disclosure and Barring Service (DBS) record check before your appointment is confirmed. You will also be subject to pre-employment checks as appropriate (for example right to work in the UK) before your appointment is confirmed.

Additional information: Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from management to undertake work of a similar level that is not specified in this job description.

Person Specification: The ideal candidate will be enthusiastic and driven by a passion for helping others. The post will require independent working and strong people skills to enable effective support and challenge with clients and seamless partnership working with other agencies. We welcome applications from individuals with lived experience of the challenges and barriers faced by participants of the programme.

| Experience/Skill | Essential | Desirable |
|---|-----------|-----------|
| Excellent organisational skills and commitment to detail | ✓ | |
| Excellent interpersonal skills and the empathy, patience and tact to earn the trust and build a rapport with others | ✓ | |
| Ability to motivate, encourage and support clients in developing daily living skills and coping strategies | ✓ | |
| Experience dealing with safeguarding disclosures and strong understanding of safeguarding principles | ✓ | |
| Demonstrable understanding of Health & Safety systems and principles | | ✓ |
| Ability to cope with challenging behaviours/resistance from others | ✓ | |
| At least one year of experience delivering support, advice and guidance to vulnerable clients | ✓ | |
| Experience of report writing, compiling and evaluation monitoring information | | ✓ |
| Broad range of support knowledge covering several core areas including but not limited to health, housing, welfare rights, substance misuse and crisis management | | ✓ |
| Experience of supporting volunteers/trainees | | ✓ |
| Experience working with disadvantaged individuals and recognising root cause issues | | ✓ |
| Ability to work flexibly in response to client needs, including some out of hours and travelling. | ✓ | |
| Ability to work as part of a team, and individually, taking proactive steps in response to client needs | ✓ | |
| Proficient in the use of Microsoft Office packages | ✓ | |
| Ability to use online case management and monitoring systems | ✓ | |
| Awareness of the National IAG Board's Principles for Coherent IAG Delivery | | ✓ |
| Evidence of learning and commitment to professional development | ✓ | |
| Experience of lone working, ability to manage difficult situations and using initiative | ✓ | |
| Access to a vehicle for travel and full driving licence | ✓ | |
| Qualifications/Training | Essential | Desirable |
| 5 GCSEs ideally including English and Maths | | ✓ |
| Information, advice and guidance training | | ✓ |
| Child and Vulnerable Adults Protection Training (can be provided) | | ✓ |
| Specialist qualification, skills and training in relevant field. | | ✓ |

Please send completed Application and Recruitment Monitoring Forms to info@futureprojects.org.uk