



Employability



**European Union**  
European  
Social Fund



In  
partnership  
with

**Department  
for Work &  
Pensions**

# **SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION (SCDA)**

## **Job Description:**

### **Participant Support Manager**

**Reporting to: Service Manager**

**Work pattern: 37 hours per week. Based in Eastbourne and Hastings (current work pattern requirement is 4 days in Eastbourne and 1 day in Hastings) with travel across East Sussex.**

## **The Organisation**

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of those most vulnerable in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including European, Lottery and charitable trusts as well as contracts to deliver services and run projects in both Newhaven and elsewhere in East Sussex.

These include:

Employability – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work.

Advice & Inclusion – delivering a variety of services aimed at promoting inclusion for BME communities; supporting people at risk of anti-social behaviour and hate crime; and offering access to a range of specialist advice provision through partners.

Health & Wellbeing – delivering a range of services around food; green and open spaces; promoting physical activity and mental health and wellbeing in the community.

Community Development – delivering targeted and general Youth provision locally; raising the profile of communities in which we work through regular community events; offering a suite of Family Learning and Inclusion activities for parents and carers of Under 5's. We also manage Denton Island Nursery.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the needs of the most vulnerable in the community: helping the community help itself.

### **SCDA Employability**

is a Matrix accredited service that is multi-funded and works within a competitive target driven environment.

### **Employability contracts**

SCDA Employability has delivered contracts for: ESF, IAG/Next Step, Skills Coaching, Skill Funding Agency, SEEDA, NIACE, UK on-line, East Sussex County Council and local borough councils, DWP Work Programme.

### **Our Mission - to assist all members of their local communities to access work, learning and volunteering**

## **The context of the job**

Work and Health Programme is a DWP contract designed to support long term unemployed participants and participants with long term health issues to gain sustainable employment.

The role of Support Manager requires an engaging, empathetic and motivating individual, able to support people with complex barriers to move into sustainable employment.

Our Support Managers understand their communities and the wide range of services available within them. Brokering routes into existing services and liaising regularly with health professionals, partner organisations and employers in the local community. Support Managers are focused on ensuring every participant's journey into sustainable employment is smooth and well-coordinated.

Support Managers are able to quickly build rapport with participants and proactively source job opportunities with appropriate employers through reverse marketing. They will maintain supportive relationships with both participant and employer once employment begins. Support Managers are engaging, motivating, assertive and able to manage their diaries in a time efficient manner.

Providing bespoke support to individuals, running regular group sessions, and delivering outreach support where appropriate, Support Managers are the people who can ensure individuals access the right support at the right time and progress towards their employment goals. They are able to adapt the support they provide, according to the changing needs of the participant.

This role is perfect for individuals with proven experience of supporting people with disabilities or long term health conditions in a recruitment environment. The successful candidate will have excellent interpersonal skills, a solution focussed approach, and be highly organised.

From time to time the post holder will be required to work evenings and weekends to meet client and community needs. Additional remuneration is not applicable, as work patterns can be flexed to meet demands and any further time off in lieu authorised in advance may be granted in accordance with the policy.

## **Job Purpose**

The Support Manager will be responsible for working with and building upon, a caseload of participants with complex barriers, within East Sussex. Providing them with an individualised support provision according to their needs, to help them move into a sustainable, employment.

## **Main Tasks**

- 1.** Engaging participants referred to the Work and Health programme, assessing their support and development needs and working with them to co-produce an action plan into sustainable employment.
- 2.** Working with partners to contribute to and influence the development of the participant's action plan. This could include warm handovers from JCP, integration of support delivered by health providers, or agreeing joint delivery of support with local authority social services.
- 3.** Motivate participants while managing and facilitating their journey into sustainable employment, based on their co-produced action plan.

- 4.** Undertake or participate in regular case conferences with partner organisations, support services, employers and/or other team members to ensure every participant's journey is smooth and consistent.
- 5.** Organise and coordinate a varied timetable of activities, including one to one meetings, group sessions, outreach appointments, and employer and stakeholder engagement.
- 6.** Build and maintain strong relationships with employers to identify vacancies and where required tailor these to participants strengths and needs.
- 7.** Build and maintain relationships with existing services within the community that will support participants in achieving their employability and wellbeing goals, including voluntary opportunities, benefits advice, counselling, housing support, training, health services and leisure activities.
- 8.** Supervise and guide the volunteers in order to provide participants with additional support to access community provision, thereby creating a 'circle of support'.
- 9.** Ensure the use of Time Credits as a tool to engage and develop participants through volunteering in the local community.
- 10.** Develop activities for earning time credits within Shaw Trust and the community including setup of new activities led by participants, volunteers and staff
- 11.** Support and encourage participants to spend the Time Credits they have earned to improve their health and wellbeing. To monitor participants attendance ensuring they have sufficient evidence to issue the relevant vouchers.
- 12.** Be fully responsible for all tasks related to journey / case management function including maintaining effective and efficient administrative procedures producing appropriate records and reports, including the updating of participant details on the relevant case management system.
- 13.** Ensure safe working practices are maintained as set out within SCDA's policies/procedures as well as operating within service guidelines when participants require crisis support.
- 14.** Maintain an up-to-date working knowledge of the local labour market, training opportunities and relevant support agencies particularly health and wellbeing service providers
- 15.** Maintain up to date knowledge of the benefit system and entitlements.
- 16.** Ensure achievement against service delivery KPIs, targets and outcomes.
- 17.** Provide a quality service which meets contractual requirements
- 18.** To encourage client feedback and user involvement as directed.
- 19.** Undertake in-work support activities to ensure an individual is able to maintain their employment and wellbeing, and identify any risk to achieving this. Gain the sufficient evidence for SCDA to make a sustainable job outcome claim.

## **EQUAL OPPORTUNITIES**

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

## **HEALTH AND SAFETY**

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

The project has two cross cutting themes, Equality and Sustainability. The post holder will be required to comply fully with and behave entirely in keeping with any requirements.

**This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post. This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.**

Signed.....

Dated.....

## **Person specification**

### **Essential:**

#### **Technical competency (qualifications and training)**

- Minimum of 5 GCSEs (A to C) including Maths and English
- IAG Level 4 or equivalent qualification or willingness to possibly undertake this qualification and commitment to study in own time where necessary

### **Experience**

- Strong track record of working to targets
- Experience of working with a caseload of participants to help them meet their agreed goals and ambitions (e.g. employment, training or education)
- Experience of working with external partners and stakeholders to provide effective signposting and referral routes for participants
- Experience of facilitating and supporting participants with complex and/or multiple barriers (particularly health and social inclusion related) to gain employment. With the ability to tailor your approach and delivery a range of support to individuals as required.
- An understanding of, and positive attitude towards: mental health and physical health; community and social inclusion and a strengths and assets based approach to engaging participants
- Strong knowledge of the local labour market
- Have an understanding of local employer expectations and career opportunities
- An understanding of the issues facing deprived communities
- Organisational, IT and time management skills of a high order
- Able to develop an approach to your work which displays a good understanding of equal opportunities
- Able to gain a rapid understanding of SCDA services, and promote their vision, aims and values in a positive manner
- Accustomed to multi-tasking and working under pressure.

**Desirable qualifications & experience:**

- Relevant additional training in the health and social care field, including safeguarding, motivational interviewing and mental health awareness
- Health or social care recognised qualification
- Experience of lone working policies and practice
- Up to date knowledge of good employment practices which support the placement of clients with barriers to work e.g. disability discrimination, flexible working.
- Knowledge of health and safety, safeguarding and confidentiality processes

**Essential skills, abilities and knowledge:**

- Excellent communication and presentation skills
- An ability to build and sustain relationships with clients / participants
- Ability to maintain up to date records, as required by the funder
- Ability to work with minimal supervision.
- Good understanding of data protection requirements
- Clear understanding of participant confidentiality
- Good understanding and experience of MS Access, Excel and Word.

**Essential personal qualities:**

- Ability to show empathy
- Able to work effectively as part of a team and on own initiative
- Be confident in dealing with participants, partners and funders and be able to respond at all levels
- Good attention to detail
- Tact, diplomacy
- Resilience to withstand peaks in workload
- Emotional resilience to work objectively and professionally with vulnerable people
- Understanding of or willingness to learn about the needs of a wide range of socially excluded people.

**Circumstances:**

- To undergo enhanced DBS & health checks as required.
- Full driving licence and access to own vehicle for travel to outreach delivery centres across East Sussex.