

SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

Job Description:

“Working Together for You” - Client Advisor

Reporting to: Employability Project Manager

Part time – 16 hours per week

Based: Newhaven with regular travel to outreach and other delivery locations across the Lewes District.



Working Together for You is a Building Better Opportunities project funded by The European Social Fund and National Lottery Community Fund.

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 Newhaven and across East Sussex.

To support its core activities SCDA also runs a number of Social Enterprises. These include the Denton Island Nursery, two charity shops and a bicycle recycling scheme.

Service areas include:

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

Community Advice & Wellbeing – delivering a variety of services aimed at promoting inclusion and working with local individuals and groups with diverse cultural heritages; supporting people at risk of anti-social behaviour and hate crime; offering access to a range of specialist advice provision through partners; and mental health and wellbeing in the community.

Community Development & Health – 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; delivering a range of services around food; green and open spaces; and promoting physical activity.

With services delivered through Willingdon Trees in Eastbourne and at Hailsham Hub, we also manage Denton Island Nursery which Ofsted has registered as 'Good' and which has remained open throughout the Corona Virus pandemic, and Seahaven Foodbank which has been a crucial essential service during Covid-19.

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.

The context of the job

The organisation, though fairly small in terms of staff with approximately 98 employees, continues to grow - especially geographically. SCDA values teamwork and supporting colleagues and expects all members of staff to demonstrate flexibility within their specified job role, and offer support to other team members as and when required.

Some evening work may be necessary to meet client need, and from time to time weekend work may also be required, appropriate notice will be given. Additional remuneration is not applicable, as time off in lieu may be granted in line with the policy.

Covid-19

The impact of Covid-19 can be felt and seen across all of SCDA's services, and great care has been taken to draft appropriate risk assessments which meet staff, volunteer and service user health and safety concerns and to reduce the risk of transmission of the virus, wherever possible. Blended working and delivery will be tailored to meet Government guidance and SCDA risk assessments.

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 (Pathways to Work, Flexible New Deal and Future Job Fund.)

Our Mission - to assist all members of the local community to access work, learning and volunteering

Job Purpose

The purpose of the role of Client Advisor – Working Together for You is to provide information, advice and guidance and intensive support to a small caseload of participants seeking access to work, learning or volunteering opportunities. The Adviser will also support participants to access other community activities or services through signposting, referral and, when appropriate, accompanying them to the activity in line with their individual development plans.

The Advisor will work to agreed performance objectives to achieve targets, those objectives being set by contracts and within personal work plans to enhance and develop a high quality service.

Main Tasks

Encourage and promote partnership working:

Liaise with a range of statutory, voluntary, and private sector agencies and organisations to improve participants' access to services and maximise their choices and volunteering and work opportunities.

Work in partnership to identify and recruit potential participants:

Build and maintain effective working relationships with appropriate referral agencies, organisations and relevant professionals (e.g. Jobcentre Plus, Local Authority Teams, Family and Children's Services and other SCDA projects), to identify areas of need & people facing barriers to work, learning or volunteering.

Establish needs of each individual participant:

- Assist potential participants to enrol on the scheme and explain what the service can provide, including eligibility criteria
- Conduct confidential, one to one interviews offering information, advice or guidance, as appropriate, on the range of work and learning opportunities available locally
- Enable participants to develop the opportunity to exercise individual choice and the pursuit of their own options for work and learning, and support them in these choices

- Assist participants to access and attend appropriate work and/or learning opportunities and community activities
- Use a range of resources to help participants identify their skills, including SCDA, project and online assessment tools
- As appropriate, offer intensive support where individual need has been established (e.g. lone parents or those with a disability)
- Recognise and work appropriately within challenging situations
- Support individuals to access services as provided such as job club and employability workshops for personal development

Your work would also include:

- Keeping up to date with occupational and labour market information
- Updating records and completing other administration tasks
- Assisting potential participants to engage with the project and explain what the service can provide.

Signposting and Referral:

- Communicate confidently with colleagues, partner agencies, individuals and Employability Programme/Project Managers, to identify appropriate learning and work placement providers, to meet individual participants' needs.
- Maintain awareness of and signpost to a range of local providers to meet client needs.
- Make referrals on behalf of participants and follow through by maintaining contact with the client.

Follow up agreed actions:

- Ensure the necessary support structures are in place to maintain the work, learning or work placement of each individual.
- Manage a caseload of participants, which involves conducting regular reviews on a one to one basis to monitor the progress of the agreed actions.

Management reporting:

- Keep accurate client records and assist in the preparation of written and statistical reports as required.
- Maintain appropriate administrative and recording systems.
- Contribute to the preparation of reports for the project steering group.
- Work with others to contribute to the delivery of projects so that they are on time, to target and within prescribed budgets

Other:

- Meet regularly with the Employability Project Manager or other designated supervisor for supervision and project reviews and to take responsibility to follow through agreed areas of work.
- The varied nature of the role requires flexibility to undertake other appropriate and relevant duties as they occur.
- Attend team briefs, Partnership Forums and SCDA staff meetings.
- Promote and comply with SCDA's policies and procedural requirements.
- Deliver services to clients and service users utilising appropriate Information, Advice and Guidance methodologies to ensure impartiality and ensure standardised quality across all HL services and activities.

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.

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:

- Minimum two years' experience, paid or unpaid, working with individuals accessing opportunities, ideally relating to work and learning
- Experience working with clients who are facing barriers to work and learning (specifically clients with disabilities, including learning disabilities)
- Experience of working to prescribed targets for delivery in terms of job outcomes achieved and sustained etc.
- Able to maintain accurate records for clients and monitor progress
- Able to communicate effectively at all levels
- Able to make assessment of need on a one to one basis
- 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
- Full driving licence and access to own vehicle for travel to outreach delivery centres.

Desirable qualifications & experience:

- Appropriate professional qualification or degree
- Level 2 or equivalent qualification in "information and advice", or willingness to undertake this qualification and commitment to study in own time where necessary
- Knowledge of the benefits system
- 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.
- Familiarity with routes into, and the opportunities available, within Adult Education.

Essential skills, abilities and knowledge:

- A flexible approach to meet client needs
- 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:

- 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
- 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:

- Able to travel to outreach delivery locations economically and efficiently as required by the role
- Able to undergo DBS & health checks as required.