

## Job Description



<b>Job Title:</b> Our Newham work Advisor (Supported Employment)	<b>Service Area:</b> Community Wealth Building (Our Newham Work)	
<b>Directorate:</b> Inclusive Economy and Housing	<b>Post Number:</b> 34749	<b>Evaluation Number:</b> 6932
<b>Grade:</b> PO1	<b>Date last updated:</b> 21/7/2023	

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Background**

### **Newham Community Wealth Building**

Newham has launched its Community Wealth Building strategy, underpinned by the principles of economic, social and environmental justice; so that long-term prosperity, wellbeing and fairness for all our residents in the Borough is achieved.

As well as attracting growth and investment into the borough, the Council's Community Wealth Building (CWB) strategy will help unleash the potential of residents, businesses and the voluntary sector because they are the source of wealth and talent that will drive a fairer and more prosperous Newham.

The CWB strategy will help the Council tackle injustices residents face with an unrelenting focus on poverty in the Borough, as well as addressing racial and gendered disparities that exists.

The introduction of **Towards a Better Newham: Recovery and Reorientation Strategy** places the health, happiness and wellbeing of residents as central to our aspirations for Newham

## **Our Newham Work**

Our Newham Work is Newham Council's employment brokerage programme, designed to support local residents into training and employment to enhance economic wellbeing, good health and workplace dignity and to build a network of employers to secure employment opportunities. Our Newham Work is Newham Council's Community Wealth Building hub, providing outreach and access for all residents, linking them to opportunities in a more locally focused, mutually beneficial economy.

As a member of Our Newham Work team, your role is to support the delivery of the Council's vision to improve the wellbeing of local residents. You will be working in partnership with people with disabilities and with social and health care needs, local employers and training agencies to support residents to overcome barriers to economic participation and training, inspiring them to achieve further education, training, high skilled and good quality employment or business entrepreneurship.

The aspirations of Our Newham Work are to:

- make better use of existing resources and infrastructure to support the personal economic journey of local residents;
- put residents into secure, skilled, well paid careers;
- drive forward the post Covid 19 approach to supporting businesses and self-employed residents;
- improve links between health services and economic opportunity;
- support the health, happiness and wellbeing of residents
- improve partnership with the voluntary sector to support Community Wealth Building.

Newham is committed to inclusion and providing services which are accessible and responsive to individual needs and to working in co-production with customers to ensure effective services and to enhance residents' workplace dignity.

### **Overall Purpose of Job**

This role will focus on engaging with residents with disabilities to secure education, employment or training by working in partnership with education providers, employers and training agencies to increase the skills level in the Borough and to enhance well-being and dignity.

- To manage an individual caseload of people with mental health conditions and/or social care need with multiple barriers to employment, meeting performance targets to secure education, training or employment outcomes within a fast moving customer focussed front line environment.
- To use a range of assessment tools to support and enable the client group to clarify their career, learning and development needs and draw up an individual action plan to track and monitor progress in line with the Service KPIs and performance indicators.
- To work with the commissioning team to fulfil funding requirements and to meet specific client needs.
- To utilise various coaching tools to provide information, advice, guidance and support to meet the needs of individual clients, both in one-to-one sessions, in groups and in a variety of settings, either fact-to-face or virtually as required.
- To develop a variety of methods and solutions to meet the needs of individual clients, working with them to match their skills, experience and aspirations with appropriate

development opportunities and to provide additional interview preparation where needed.

- To support the client to engage in positive activities, well-being opportunities, access to further education or high-skilled training and provide on-going support with in-work progression to enhance workplace dignity.
- To offer impartial advice and guidance to help to identify personal development opportunities and to be responsible for ensuring the client is provided with all the tools and opportunities to enable them to choose education, training or employment.
- To support the development of employability skills and career services for people with disabilities and assist them in their transition from education and or training into suitable employment.
- To support local residents to engage in positive activities, access good quality jobs and provide support with in-work progression to enhance workplace dignity.
- To undertake outreach engagement initiatives in locations such as Children's centres, Schools, Colleges, Universities, Housing Estates and community centres, to increase the number of residents who register for support with Workplace.
- To develop an excellent business partnership with local employers and other external partners to provide general business support and to develop high skilled employment/training opportunities for clients.
- To ensure that all interactions with clients and employers are recorded so progress can be tracked and data can be used to monitor performance against performance indicators and to evaluate the service.
- To compile, monitor and update the tracking system and provide reports on progress against targets to the service commissioner, highlighting areas of success and providing innovative solutions for areas of challenge.
- To keep the service's web based employment opportunities up to date and to ensure the same is publicised, using other social media tools to promote job opportunities.
- To work in a co-ordinated and joined up way with other officers, Council services and external services, to help improve clients' employability and wellbeing.

### **Job Context**

1. The post holder reports to the Teams Manager
2. The post holder does not have any line management responsibility.
3. The post holder has no budget responsibility
4. The post holder may be required to work occasional evenings and weekends in order to work with clients
5. The post holder will be expected to work to challenging job outcome targets throughout the contract term.
6. The post holder may be required to work with other residents than listed above subject to service requirements.
7. The postholder may be required to work from home according to the needs of the service.
8. The postholder may be required to travel to different Newham-based venues to deliver the service and to attend meetings both within and externally to the Borough.

### **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

### **Duties and Responsibilities**

1. To closely manage a caseload of residents with disabilities, with multiple barriers to education, training and employment, who need varying degrees of support. This will involve in-depth assessment and identifying solutions to barriers which may prevent them from securing and sustaining education, training or employment.
2. To motivate a range of residents to access the full range of services Community Wealth Building offers, to support them into education, training or work, with better employment conditions and/or options which support their health, happiness and wellbeing with a view to ultimately securing longer-term employment.
3. To work closely with individual residents as a supportive partner, set goals and provide solutions to the barriers they are facing and to monitor this by working closely with each individual to follow, support and review their progress towards achieving employment, ensuring all data on the system is kept up to date. Referring clients to other Workplace or MoneyWorks colleagues as appropriate to ensure a holistic approach to support and to maintain client dignity.
4. To ensure individual clients make the most of all job search tools available by promoting independent job search using the Council's own website, Internet, newspapers, agencies and social media to enable and motivate individuals to actively seek work and/or training opportunities to increase self-dignity and self-engagement.
5. Perform job coaching duties for jobseekers; act as a positive role model to jobseekers and employers, modelling appropriate work skills, behaviour and social interaction.
6. To undertake resident engagement and outreach activities to promote the service and target particular residents; those with higher skills and experience but who still require job search support due to lack of confidence.
7. To employ tact, diplomacy and sensitivity to assist and support residents to work positively towards gaining access to work, training or education. This will involve motivating and encouraging job seekers to gain confidence to make phone calls, attend events, manage their time positively, use IT, send emails, organise appointments and attend meetings and /or training.
8. To provide on-going support to residents to get a fair deal from their employer or the government either through direct involvement or referral to another team within Workplace or Moneyworks and Access to Work to ensure a holistic problem-solving approach.
9. To proactively seek out and engage with employers to become Disability Confident and enable them to employ people with health and social care needs and sustain their employment and negotiating adjustments and on going contact with employer to ensure job retention.
10. To support residents to build their confidence and networking abilities through involvement with positive activities which are not directly employment-related but which build wellbeing and good health.
11. To identify, share and promote opportunities which support the health, wellbeing and happiness of residents. To develop partnerships with local mental health services: CMHT's, charities etc to encourage referrals and implement effective IPS working practices.
12. To support residents with work experience opportunities to enhance employment and training prospects
13. To actively work with local residents to match their skills, experience and aspirations to the vacancies identified and to support candidates in applying for the role and for interview.

14. To obtain feedback from employers on the performance of candidates at the different stages of the recruitment process, and to provide feedback to the candidate, in a diplomatic and sensitive way, if unsuccessful, making suggestions for improvement and any solutions or training to support the candidate's continued development.
15. To proactively initiate, develop and maintain professional networks with partner organisations and training providers to ensure the knowledge of local provision is kept up to date.
16. To keep the service's web based employment opportunities up to date and to ensure the same is publicised, using other social media tools to promote job opportunities
17. To provide a signposting and referral service to businesses who are seeking general business support e.g. advice about Council services, government grants, business start-up support.

### **General/Professional**

18. To keep your line manager up to date with progress against targets and any issues
19. To manage own diary and the expectations of individual residents and employers, ensuring that conflicting priorities are identified and managed in a way that promotes and supports the professional standards of the service.
20. To work effectively as part of a team, providing cover to colleagues as appropriate. Flexibility and adaptability to a constantly changing work flow is essential.
21. To attend meetings, representing Workplace both internally and externally
22. To ensure that the work carried out is in accordance with the required Council's standards, General Data Protection Regulations, legal requirements, and Council's objectives.
23. To make effective use of ICT systems and processes to develop and provide monitoring information to enable effective performance management to take place
24. To ensure all data gathered is inputted into operational systems to enable monitoring of performance of Workplace against Key Performance Indicators and for reporting progress to Elected Members.
25. To actively participate in team meetings and your own continuous professional development, identifying suitable development opportunities with your line manager.
26. To undertake general administrative work for all the above.
27. To consistently promote and apply the Council's Human Resources Standards and Equalities Standards and to ensure that this is demonstrated and maintained throughout all areas of responsibility.
28. To undertake any other duties which may be reasonably required and within the capability of the postholder.

## Personal Specification

<b>Job Title:</b> Our Newham Work (Employment Advisor) IPSPC	<b>Service Area:</b> Community Wealth Building (Our Newham Work)	
<b>Directorate:</b> Inclusive Economy and Housing	<b>Post Number:</b> 34749	<b>Evaluation Number:</b> 6932
<b>Grade:</b> PO1	<b>Date last updated:</b> 21/7/2023	
<p><b>IMPORTANT INFORMATION FOR APPLICANTS</b></p> <p>The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.</p>		
<p><b>EQUALITY AND DIVERSITY</b></p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p>		
<p><b>PROTECTING OUR STAFF AND SERVICES</b></p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>		

CRITERIA	METHOD OF ASSESSMENT
<p><b>KNOWLEDGE:</b></p> <ol style="list-style-type: none"> <li>1. Understanding of the key issues facing the recruitment industry, including skills shortages and training methods.</li> <li>2. Detailed or specialist knowledge of the recruitment needs of at least one business sector relevant in Newham.</li> <li>3. Knowledge of the recruitment processes required by a range of employers.</li> <li>4. Understanding of the barriers faced by disadvantaged groups in accessing employment, and ways in which these can be addressed and overcome</li> <li>5. Working knowledge of Welfare Benefits and In-Work Benefits systems and how these affect unemployed people returning to work</li> <li>6. Knowledge of good practice in the field of community engagement of the variety of agencies working in the field of worklessness and skills development.</li> <li>7. Demonstrate a working knowledge and commitment to diversity and equality in the workplace.</li> </ol>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Interview and/or Test</p>

<p><b>EXPERIENCE:</b></p> <ol style="list-style-type: none"> <li>1. Experience of working within the account management field with employers to develop and implement new recruitment schemes.</li> <li>2. Experience of working on employment and training initiatives with multi-agency partners.</li> <li>3. Experience of working with residents including, those that are disadvantaged in the labour market and face barriers to employment.</li> <li>4. Knowledge of the principles and practices of IPS and effective implementation, to secure competitive employment.</li> <li>5. Experience of assessing and matching candidates to vacancies.</li> <li>6. Experience of, and a commitment to, working within Equal Opportunities objectives relating to employment and service delivery.</li> <li>7. Experience of delivering work in a target and deadline driven environment and training in a systematic</li> <li>8. Experience of providing advice and support on a range of employment and worklessness issues.</li> <li>9. Experience of service user's needs with regard to supported employment and a commitment to meeting those needs, and developing employment opportunities.</li> <li>10. Experience of outreach and/or community engagement work in multiracial urban communities.</li> <li>11. Experience of supporting and embedding a strong performance management culture with team members.</li> </ol>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p>
<p><b>QUALIFICATIONS:</b></p> <p><b>None required</b></p>	
<p><b>SKILLS AND ABILITIES:</b></p> <ol style="list-style-type: none"> <li>1. An ability to work effectively with employers and external organisations on partnership projects across organisational boundaries and to strict deadlines.</li> <li>2. Able to demonstrate a range of excellent verbal communications skills including an ability to communicate empathetically with residents and to negotiate with diplomacy in a range of settings at senior levels.</li> <li>3. Excellent written communication skills including the ability to market and promote the service to a range of audiences in a range of settings.</li> <li>4. Able to demonstrate strong team and partnership skills.</li> <li>5. Ability to ensure that performance standards are effectively monitored and used to drive service improvement.</li> <li>6. Ability to plan and manage own time and work load, assessing competing demands and identifying priorities for action in consultation with the team leader.</li> <li>7. Excellent skills in the use of information technology including database, word processing, e-mail and internet use</li> </ol>	<p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form/Test/ Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form/Test/ Interview</p> <p>Application Form/Test/ Interview</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ol style="list-style-type: none"> <li>1. To use a high degree of personal initiative within a defined</li> </ol>	<p>Application Form and Interview</p>

<p>framework</p> <ol style="list-style-type: none"> <li>2. Demonstrate a professional approach which generates credibility and confidence amongst Members, Officers, external partners and all other stakeholders.</li> <li>3. Demonstrate creativity, initiative, diplomacy, resourcefulness and resilience, in a demanding and fast-paced environment.</li> <li>4. Able to demonstrate behaviours which embrace the Council's Values of engaging our community, providing high quality service, focusing on achieving outcomes, working with integrity and honesty and valuing colleagues and their performance.</li> </ol>	<p>Application Form/Test/ Interview</p> <p>Application Form/Test/ Interview</p> <p>Application Form and Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <ol style="list-style-type: none"> <li>1. This post is subject to an enhanced DBS check</li> <li>2. Able to work flexibly with some requirement to work evenings and/or weekends</li> <li>3. Ability to work remotely at home</li> <li>4. Ability to work across a number of venues/offices within Newham</li> </ol>	<p>Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p>