**WREXHAM COUNTY BOROUGH COUNCIL**

**JOB DESCRIPTION**

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| **JOB TITLE**  | Participation Engagement and Support Officer  |
| **DEPARTMENT** | Housing & Economy |
| **SERVICE/TEAM** | Strategy & Development |
| **REPORTS TO (JOB TITLE & JOB ID)** | Communities First Transition Manager |
| **GRADE**  | L07 |
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| **IS WELSH ESSENTIAL or DESIRABLE FOR THE JOB (See Vacancy Management Form) - Criteria:** | **Please indicate as appropriate - Insert a Yes (essential) or No (desirable)**  |
| The post needs to assist welsh speakers – internal employees and/or service users | No |
| Is this a post in which contact with the public is its primary function (external)? | No |
| Is this a post providing a public service in a Welsh language community or will serve a welsh speaking area (Rhos/Ponciau, Glyn Ceiriog, Ceiriog Valley, Coedpoeth, Penycae)? | No Desirable |
| **VERSION CONTROL (INSERT DATE OF DEVELOPMENT)** | **28/7/17** |

SECTION 1: JOB PURPOSE

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| The Participant Engagement and Support Officer will be based within the Communities for Work Plus Team , which is part of Council’s the Strategy and Development Team. The Communities for Work Plus Team will work alongside the Communities for Work Local Delivery Team, and will provide intensive one to one mentoring to participants to help them identify and take practical steps to overcome barriers preventing them taking up identified training and employment.  The post holder will work closely with local community groups and individuals to raise the profile and awareness of the programme, creating opportunities in which to identify new participants, engaging and enrolling them onto the programme. The post holder will provide a flexible, high quality service, working in partnership with Communities for Work and other Welsh Government programmes and Council initiatives; and will be expected to work as part of an integrated team supporting participants through a person centred approach to mentoring and coaching and tackling barriers to employment (arising from poverty and long term inactivity), providing interventions on an outreach basis, and supporting participants in the community. The post holder will work with the Employer Engagement Officer and Employment Mentor and alongside the Communities for Work team, which comprises the Adult Employment Mentor, Youth Employment Mentor, Community and Parent Employment Advisors (DWP staff) and the Triage Support Worker and will engage other organisations as required to ensure appropriate support is available to the participant(s). The post holder will provide key support for all aspects of programme development and capacity building initiatives, being responsive to local needs and working within set programme guidance.  |

**SECTION 2: DIMENSIONS**

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| The Participant Engagement and Support Officer will be in contact with a wide range of people including: the Communities First Transition Manager on strategic and operational issues and the Communities for Work Team locally and nationally as part of an integrated team. There will also be contact required with residents, community representatives and groups, local councillors, officers and members of various WCBC departments and partner agencies such as DWP / Job Centre Plus, and people working in the private sector to raise the profile and awareness of the programme, creating opportunities in which to identify new participants, engaging and enrolling them onto the programme.This post is subject to a DBS check. |

**SECTION 3: PRINCIPAL DUTIES AND RESPONSIBILITIES**

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| **NO.** | **Description of Principal Duty or Responsibility** | **APPROX % Time on each (min 5%)** |
| **1** | To undertake work with other team members and in conjunction with the local Communities for Work delivery team (Youth Employment Mentor, Community Employment and Parent Employment Advisor, Triage Support worker)and wider Regeneration section in the development, implementation and ongoing operation of employability support within the county borough.  | 10 |
| **2** | To manage the recruitment, retention, training and development of participants, in arrange of community settings, building positive relationships and developing effective processes to identify and overcome barriers as a pathway to employment as set out in the relevant guidance. | 10 |
| **3** | To use a variety of techniques, including effective diagnosis, individual coaching and personal support to maximise the number of participants enrolling in the programme. | 10 |
| **4** | To work with key stakeholders, service delivery partners, statutory and non-statutory organisations in order to promote the support available through the Programme and generate referrals. | 8 |
| **5** | To work closely with stakeholders and relevant Welsh Government programmes in order to provide an effective referral pathway and support for participants in order to provide a continuum of support and progression route towards employment.  | 10 |
| **6** | To support and participate in the delivery of community activities and events with the aim of engaging new participants in the programme. | 10 |
| **7** | Identify and organise training and capacity building activities as appropriate to participants, within a defined budget and as set out in Programme guidance. | 5 |
| **8** | To be responsible for and lead on the day to day management of third party partners delivering support as identified through the individual action plans within the Participant Portfolio. | 1 |
| **9** | To work closely with the all team members in supporting participants to prepare for training and sustained employment, providing help and advice as required by the employer. | 4 |
| **10** | To support an effective referral system and triage process to monitor and evaluate progress. | 5 |
| **11** | To identify alternative learning options for participants who require additional support in progression.  | 5 |
| **12** | To follow prescribed filing and data accuracy requirements to ensure the confidentiality of participant information. Support and assist with paperwork, evidence collection and analysis for the programme and a robust audit trail for internal and external review.  | 5 |
| **13** | To participate in the Welsh Government programme development activity. | 1 |
| **14** | To foster positive links with and between a wide range of relevant agencies including local educational and training establishments, the police, providers and commissioners of pre-employment programmes, economic development agencies and others (as deemed appropriate), as well as a variety of community groups and develop new links and co-ordinate referral mechanisms. | 5 |
| **15** | Ensure compliance with WCBC corporate policies and procedures including the code of corporate governance, health and safety, risk management procedures, financial regulations, confidentiality and data protection. | 2 |
| **16** | To carry out other tasks and responsibilities of a similar nature to those listed above as determined from time to time by the Communities First Transition Manager in relation to the smooth running of the service. | 1 |
| **17** | Have the ability to work well as part of a team providing support to a range of services and have a flexible approach | 2 |
| **18** | To participate in the development of initiatives e.g Performance Management and Appraisal, Continuous Professional Development, etc. | 2 |
| **19** | To adhere to the Council’s Safeguarding (Inc. Child Protection) guidelines and procedures. | 2 |
| **20** | To ensure that all work and activity is carried out in accordance with the Wellbeing of Future Generations Act (Wales) 2015, the Council’s Sustainable Planning Principles and the ethos of tackling poverty.  | 2 |

**SECTION 4: CONTEXT STATEMENT**

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| Communities for Work Plus is a Welsh Government programme tackling poverty through sustainable employment providing intensive employment mentoring and support. It will provide the infrastructure to support the ongoing delivery of Communities for Work, take forward the learning from the Lift Programme, and enable Lead Delivery Bodies to enhance their employment focussed support for those, often with complex barriers, who are furthest from the labour market.It will to deliver intensive mentoring and employment support services in all Local Authorities in Wales, operating as a separate but complementary programme, integrated with the existing Communities For Work activity provide a flexible, high quality service in each area supporting participants who fall outside the currently tightly defined geographical boundaries and eligibility criteria of Communities for Work using a person centred approach to mentoring and coaching and tackling barriers to employment (arising from poverty and long term inactivity), providing interventions on an outreach basis, and supporting participants in the community. The programme will support individuals who are in, or at risk of poverty, consistent with the obligations under the Well-Being of Future Generations (Wales Act). The programme is funded by the Welsh Government up to 2020 and It will work with key stakeholders in providing pathways between programmes in order to provide interventions and support to prevent worklessness and economic inactivity.The programme will provide intensive one to one mentoring to participants to help them identify and take practical steps to overcome barriers preventing them taking up identified training and employment. It will support a caseload of participants developing and implementingindividual action plans, addressing barriers to employment, developing employability skills and securing employment whilst actively promoting the services of the programme to a wide range of stakeholders. The programme will empower, motivate and support participants to move into and, most importantly, sustain employment, as well as supporting participants to progress whilst in work. |

**Job Evaluation:** This job description has been compiled to support the job evaluation process. The Council has adopted the GLPC Job Evaluation Scheme as from 2007.

**Other Duties:** The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be with consent of the post holder.

**Review:** This is a description of the job as it is presently constituted. It is the Council’s practice to periodically examine job descriptions and update them to ensure they accurately reflect the job required to be performed or to incorporate proposed changes. The post holder will be consulted upon and all employees are expected to participate fully in such discussions. It is the Council's aim to reach agreement on reasonable change, but if agreement is not possible, the Council reserves the right to insist on changes to the job description after consultation with the individual concerned.

**Equal Opportunities:** The post holder is required to carry out the duties in accordance with the Council’s Equal Opportunities Policies.

**Health and Safety:**  The post holder is required to carry out duties in accordance with the Council’s Health and Safety policies and procedures.

**Training:** The post holder is required to carry out duties in accordance with the Council’s Training and Appraisal policies and procedures.

**Council Policies:** The post holder is required to carry out duties in accordance with the Council’s policies and procedures, in particular data protection, confidentiality, ICT, code of conduct, employee handbook and customer care. Further information / advice is available from Human Resources and copies of these documents can also be found on the Intranet.

**Safeguarding:** All employees working with children and or vulnerable adults have a responsibility to promote the welfare of children and vulnerable adults during the course of their work.

**PERSON SPECIFICATION**

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| **Job Title** | Participant and Engagement Support Officer |
| **Job Evaluation ID** |  |
| **Grade** | L07 |

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| **Requirement** | **Essential** | **Desirable** | **Measured by\*** |
| **Qualifications** |  |  |  |
| 5 GCSE passes (including Maths and English) or equivalent, including NVQ, BTEC or HNC/HND. | **✓** |  | **F.C** |
| Relevant further qualification(s) e.g. diploma or degree in a relevant subject or substantial relevant experience. |  | **✓** | **F.C** |
| **Specialist Knowledge/Experience** |  |  |  |
| Minimum of 2/3 years’ experience of engaging hard to reach individuals and groups with multiple challenging needs. This may include benefit claimants, single parents, those with criminal records, protected characteristics, mental health groups, ex-services, specific ethnic minority or faith groups and those with specific disabilities. | **✓** |  | **F.I.** |
| Understanding of the issues contributing to long term unemployment and economic activity. |  | **✓** | **F.I.** |
| Experience of assessment and development of action plans and their implementation for participants.  | **✓** |  | **F.I.** |
| Experience of joint working with statutory and voluntary agencies. | **✓** |  | **F.I.** |
| Experience in the delivery of training programmes, employability skills and confidence building. |  |  |  |
| Understanding of the benefits of a flexible, outcome focused and personalised support service. |  |  |  |
| Understanding of the support needs of long term unemployed, economically inactive people, young people, families and single customers. | **✓** |  | **F.I** |
| An understanding of customer service in a service delivery setting. | **✓** |  | **F.I** |
| Thorough and up to date knowledge of Welfare Reform, benefit issues and employment.  | **✓** |  | **F.I** |
| Knowledge of related services provided by the statutory and voluntary sectors. | **✓** |  | **F.I** |
| **Practical and Intellectual Skills** |  |  |  |
| Understanding and experience of performance management and monitoring processes including managing databases.  | **✓** |  | **F.I** |
| Ability to communicate effectively with customers, staff and stakeholders in plain, easy to understand English and/or Welsh, both in writing and verbally. | **✓** |  | **F.I** |
| A creative and innovative approach to engagement. | **✓** |  | **F.I** |
| Excellent time management skills and demonstrable ability to meet deadlines and achieve goals. | **✓** |  | **F.I** |
| Comprehensive IT skills to include use of Microsoft Office and ability to maintain electronic records, with attention to detail. | **✓** |  | **F.I.C** |
| Understanding of confidentiality and data protection issues. | **✓** |  | **F.I** |
| **Personal Circumstances** |  |  |  |
| Ability to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it. | **✓** |  | **F.I** |
| Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners**.** | **✓** |  | **F.I** |
| **Equality** |  |  |  |
| Demonstrable commitment to Wrexham County Borough Council’s Welsh Language and Equal Opportunities policies. | **✓** |  | **F.I** |
| Ability to demonstrate a knowledge of the Wellbeing of Future Generations Act (Wales) 2015, the Council’s Sustainable Planning Principles and the ethos of tackling poverty. | **✓** |  | **F.I** |

\* Each of the requirements specified must be measurable. Please indicate the approach that will be taken to assess whether applicants meet the requirements:

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|  F | Job Application Form |  | C | Certificate of Qualification |
|  I | Interview |  | T | Test |