

Harrogate Homeless Project

Employment Support Officer

Main Purpose of the Role

The Employment Support Officer will support people experiencing homelessness, or those with a history of rough sleeping, to progress towards sustainable employment, training, volunteering opportunities, and work experience.

The postholder will work closely with clients to develop personalised employment and skills development plans, provide practical support with CV preparation, job applications and interview techniques, and coordinate access to specialist support services. The role also involves building and maintaining effective relationships with employers and training providers to create opportunities for clients to gain valuable work experience and employment.

Key Responsibilities

Client Assessment and Engagement

- Conduct one-to-one assessments with clients to identify employment aspirations, previous work experience, skills, barriers to employment and support needs.
- Build positive and trusting relationships that encourage engagement and progression towards employment goals.

Employment Action Planning

- Develop and regularly review personalised action plans with clients, setting realistic and achievable goals.
- Support clients to identify and take the necessary steps towards employment, training or volunteering opportunities.

Partnership Working

- Liaise with external agencies, training providers, support organisations and other stakeholders to ensure clients can access appropriate services and practical support.
- Work collaboratively with colleagues and partner organisations to deliver coordinated support.

Employability Skills Development

- Deliver individual and group-based employability support, including:

- CV writing and development
- Job search techniques
- Completing application forms
- Interview preparation and practice
- Workplace skills and confidence building

Employer Engagement

- Develop and maintain positive relationships with local employers to identify work placements, work experience opportunities, trial shifts and employment vacancies.
- Promote the benefits of inclusive recruitment and support employers to engage with clients.

In-Work Support

- Provide ongoing support to clients who have secured employment, helping them to sustain work and successfully transition into the workplace.
- Carry out regular reviews and check-ins during the initial stages of employment.

Monitoring and Record Keeping

- Maintain accurate and up-to-date client records and action plans.
 - Monitor progress against agreed outcomes and contribute to reporting requirements.
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Person Specification

Experience

- Experience of providing employment, careers, welfare, coaching or support services.
- Experience of working with individuals facing multiple and complex barriers to employment is desirable.

Knowledge

- Understanding of the challenges and barriers experienced by people experiencing homelessness, rough sleeping, or social exclusion.
- Knowledge of employability, training and employment support programmes.

Skills and Abilities

- Excellent communication, interpersonal and active listening skills.
- Ability to motivate, empower and support individuals to achieve positive outcomes.
- Strong organisational and time-management skills.

- Ability to build effective relationships with employers, partner organisations and stakeholders.
- Competent IT skills, including the use of Microsoft Office applications and client management systems.

Personal Qualities

- Empathetic, approachable and non-judgemental.
- Resilient and able to work effectively with individuals facing complex challenges.
- Committed to equality, diversity and inclusion.
- Able to work collaboratively as part of a team while also using initiative and working independently.

Values

- A commitment to the values and mission of Harrogate Homeless Project.
 - A passion for empowering people to move towards greater independence, stability and meaningful employment.
 - A collaborative approach focused on achieving the best possible outcomes for clients.
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Reporting Relationships

The Employment Support Officer reports to the **Client Services Manager**.

The postholder will work closely with colleagues across the Client Services Team, volunteers, employers, training providers and external partner organisations to deliver high-quality support and achieve positive outcomes for clients.



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