



## Job Description

# Employment Advisor (Client Services)



<b>Head office</b>	101 Walnut Tree Close Guildford GU1 4UQ
<b>Line Manager</b>	Client Services Manager
<b>Accountability</b>	Chief Executive
<b>Job purpose</b>	To assess and develop clients' employment potential, assisting them into meaningful employment alongside collaborating with employers to facilitate this process through appropriate means.

### Main duties & responsibilities

1. Assess project specific enquiry forms from other providers and direct clients to Oakleaf or Guildford Action for appropriate support.
2. Work in conjunction with Oakleaf Client Services team and Guildford Action to help identify clients who are ready to access employment.
3. Prepare clients for employment by supporting the development of a CV, compiling Job Applications, building career development plans, undertaking interview practice, arranging, and assisting at interviews as and when required. Plus, all other elements as may be undertaken through our "Job Club."
4. Enhance employer engagement by identifying and building relationships with local employers, other VCFS agencies, Jobcentre Plus and commercial employment agencies.
5. Encourage volunteer opportunities and work placement visits with local employers.
6. Assist clients in identifying work-related training opportunities and supporting them to undertake the training. Where appropriate signpost internally to Oakleaf's Upholstery and/or Gardening departments.
7. Support and facilitate training taster sessions at Guildford Action or Oakleaf.
8. Support clients with Welfare Benefit queries that may arise during the transition to employment.
9. Deliver a weekly drop in job club. Coordinate themed sessions delivered by specialist providers such as CAB.
10. Offer in-work support to clients for a maximum of six months.
11. Provide a comprehensive approach to employment support minimising the need for clients to be redirected to multiple providers.
12. Track and monitor client progress to ensure accurate reporting on project outcomes and KPI's.
13. Complete Initial Assessments and Recovery Star reviews with clients.
14. Consult internally with all Oakleaf departments & externally with other support agencies, Key Workers etc, where appropriate.
15. Attend any industry relevant forums and networking events to share knowledge, learnings and best practise.
16. Support the development of quarterly steering group comprising Employment Advisors from Oakleaf and Guildford Action and encouraging clients to actively participate. Gather feedback to help shape the continued development of the project.
17. Coordinate and attend monthly meetings with all Employment Advisors from both Oakleaf and Guildford Action to share knowledge and learnings.



18. Maintain databases, detailing all communication/actions relating to clients, practitioners and advisors with accuracy and in a timely manner.
19. Compile success stories and case studies.
20. Contribute to the posting of relevant material on the organisation's website and social media platforms.

**Promotion & Marketing**

1. Promote Oakleaf's services to other organisations & providers, developing & maintaining relationships to aid referrals & promotion.
2. Attend events, meetings, conferences & networking opportunities as required to ensure Oakleaf's continued presence in the local community.

**General**

1. Ensure maintenance of a safe and efficient working environment in accordance with current Health & Safety legislation including the Health & Safety at Work Act 1974, COSHH Regulations, Environmental Health & EC Directives.
2. Uphold safeguarding measures in accordance with our Safeguarding Policy
3. Perform any other reasonable duties as may be requested by the Chief Executive.

This job description is an indicator of general areas of responsibility & will be amended in accordance with the changing needs of the organisation in consultation with the post holder.

**Terms & Conditions**

**Hours:** 36 hours per week **Annual leave:** 24 days plus bank/public holidays  
**Notice required:** Three months. **Salary:** £27,280 p.a (F/T 36 hours)  
**Term:** Fixed until 1<sup>st</sup> June 2029

.....

**OAKLEAF ENTERPRISE** MAKING LIFE WORK WITH MENTAL ILLNESS  
Registered charity no:1064524 Company limited by guarantee no 3388671 England

