

# Job description

<b>Job title:</b>	Employment & Learning Advisor
<b>Hours:</b>	35 a week (full time/part time)
<b>Contract:</b>	Full-time, permanent
<b>Location:</b>	Westminster
<b>Reports to:</b>	Manager of Employment & Learning Services
<b>Salary:</b>	£36,351 per annum

## About us

At the Cardinal Hume Centre, we take action to break the cycle of homelessness and poverty for young people, children and families to stop its cost into later life. The Centre combats youth and family homelessness by providing comprehensive support services. Our offerings include housing for 39 young individuals, family assistance, housing and financial advice, employment guidance, and legal immigration support. Last year, we aided over 1,200 people, including 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential, family support, legal advice, employment, education, and immigration advocacy. Located near Parliament in an area facing rising homelessness and child poverty rates, we operate with a £3.6 million annual budget, 65 staff members, and 45 volunteers to address these challenges. The Centre's [website](#) has more about our work, including our approach, plans, values, and behaviours.

## About the role

To work effectively as a member of the Centre and within the Employment & Learning team, to progress a caseload of clients on their journey into meaningful and sustainable employment. To be responsible for coordinating a range of employment-focused provision through 1:1 interventions, workshops, courses, and supplementary training opportunities to improve clients' confidence and skills to increase their employability and household income potential. To identify, develop and maintain external relationships and partnerships with relevant organisations, employers, and training providers. To work alongside your line manager to deliver a comprehensive learning and employment service, that meets client need, delivered in line with the organisation's strategic aims, objectives, and outcomes-based approach in order to reach the Centre's ultimate goal of helping people achieve greater resilience and wellbeing.

## Duties and responsibilities

### 1. Caseload management, service delivery and development

- Demonstrate and apply an understanding of the impact of unemployment and recommend ways in which clients might obtain and retain work.
- Build relationships with a range of clients, including those who are hard to engage due to motivational issues or that have complex barriers to employment (e.g.

homelessness, substance misuse, disabilities, health conditions, or long-term unemployment)

- Carry out vocational assessments using a variety of diagnostic tools, functional skills assessments and in-work benefit calculations in order to identify training needs and barriers to employment
- Assist clients to make constructive choices and decisions in their agreed, person-centred action plans and undertake regular progress reviews
- Provide support with job seeking tools and techniques (CV, applications, job search strategies and interview techniques), encouraging personal development to address barriers to progression
- Provide support and encouragement necessary for each client to achieve goals set out in their plans; effectively challenge clients that have difficulty making personal changes in order to help them reach their goals using a range of motivational coaching techniques
- Maintain up to date knowledge of the local labour market, sector developments and welfare-to-work policy and legislation
- Work closely with the line manager and the team to identify, plan, produce and deliver relevant supplementary opportunities to meet client need, in alignment with the strategic development of the Employment & Learning Service and the Centre as a whole

## **2. Stakeholder liaison, relationship management and working with others**

- Preserve strong working relationships with external partners, such as, Training providers, local businesses, public, community and voluntary sector organisations in order to increase employment/training opportunities
- Provide suitable case studies to support public affairs campaigns or success stories to raise the Centre's profile on request
- Support and maintain relationships with funders, commissioners and donors, as requested by line manager
- Integrate casework into the wider work of the Centre to improve overall outcomes and demonstrate our impact

## **3. Quality assurance**

- Maintain up to date client files and ensure contractual and quality compliance of related paperwork, in line with commissioning and audit processes
- Provide monthly performance information for management reporting
- Take responsibility for the quality of employment support advice provided at the Centre and provide casework supervision and audits in line with the case management policy where required
- Support update of marketing information regarding service and distribution to relevant stakeholders

#### **4. Volunteer supervision and coordination**

- When necessary, provide day to day supervision and support to the service's volunteers
- Develop proposals for improving volunteer capacity and service delivery with support from line manager and the volunteer coordinator

#### **5. Organisational policies and procedures**

- Assess ongoing risk in order to ensure the safety and wellbeing of all clients and staff, sharing risk information where appropriate, in line with both Centre policies and legal framework; to record risk data accurately on Centre database
- Promote a safe working environment for colleagues, clients and visitors in line with the HASAW Act, and our Health & Safety policy, reporting hazards, concerns or ideas for improvement
- Work within the Centre's agreed values and aims and in accordance with agreed policies and procedures
- Attend and contribute to internal meetings

#### **General:**

- Adhere to our policies and procedures.
- Carry out any other duties as may be reasonably requested.

## **Person specification**

Although we are keeping direct experience/knowledge requirements to a minimum, please use your cover letter to demonstrate your capabilities against each numbered point below.

#### **Essential:**

1. Level 3 NVQ Certification in Advice & Guidance, or equivalent.
2. Experience of providing person centred employment support, advice and guidance to clients who are either unemployed or in low paid, part time employment, vulnerable or possessing complex barriers to work.
3. Experience of identifying potential partnerships and working with external agencies/training providers/employers; networking with corporate and business contacts and attending external meetings.
4. Knowledge of the UK welfare benefits system and employee rights in the workplace with the ability to champion employment equality and diversity.
5. Exceptional planning, organisational and administrative skills, with the ability to keep accurate records and work flexibly to manage a varied and changing workload.
6. High level of verbal and written communication skills and computer literacy including Microsoft Office and electronic databases.
7. Be approachable, personable and committed to client progression
8. Have an understanding of data protection, confidentiality, safeguarding, equal opportunities and professional boundaries.

Desirable:

1. An understanding of the IPS model
2. Knowledge of local and national worklessness landscape, issues and social policies and of welfare-to-work strategies
3. An understanding of and commitment to the importance of client inclusion
4. Experience of working asylum seekers, migrants, and refugees