

Job Description

Job Title:	Education, Training and Employment (ETE) Support Advisor – Gloucester	Department:	Services
Reports to:	Service Manager	Salary:	£23,088 - £26,164
Accountable to:	Service Manager	Hours:	37 hours per week
Responsible for:		Location:	Based in the Gloucester area covering Bristol and North Wilts as required.

Main purpose of the Job

At FearFree we are proud to deliver services across the Southwest, and we're excited to be expanding our offer, with the introduction of a new Education, Training and Employment (ETE) Service.

As a Support Advisor you will be a fundamental part of our team, supporting the delivery of the ETE programmes and the development of the service. The service will provide a range of trauma-informed and person-centred support, focused on supporting those impacted by abuse to access education, training, employment or volunteering.

You will be responsible for providing trauma informed support through group work and 1-1 support. Working alongside a team of practitioners across our geographical patch in Gloucester, covering Bristol and the North Wilts area as required, the project aims to:

- Increase volunteers in FearFree and support people to access volunteering opportunities externally.
- Support individuals impacted by abuse to access training and employment.
- Help people access bespoke apprenticeships and internships.
- Support service users to increase and advance work related skills, such as the development of CVs, financial management and IT skills.
- Raise awareness of this agenda to a wider network.

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The service will support victims of Domestic Abuse, Sexual Violence and Stalking aged 15 and above, alongside perpetrators of Domestic Abuse – empowering victims and reducing the risk of recidivism for perpetrators.

Our ideal candidate will have experience in working with vulnerable people and an understanding / experience of the ETE sector. They will have an understanding of trauma informed practice and ideally have experience implementing this within group and 1-1 settings. Our ideal candidate will demonstrate an understanding of Employability skills and will demonstrate the ability to proactively engage with both local employers and local support networks/organisations to promote the skills of the individuals they are supporting.

This is an exciting opportunity to contribute to the development of a new service and make a real impact. You'll have the chance to work closely with a team of passionate and dedicated individuals who are committed to making a difference in people's lives.

We believe in providing a supportive and inclusive working environment, and we're committed to helping you develop your skills and grow in your role. If you're looking for a challenging and rewarding position where you can make a real difference, we'd love to hear from you. Join us at FearFree and help us to provide vital support to those who need it most.

Main Responsibilities and Tasks

- Work closely with the service manager to set up and develop the service, supporting its ongoing growth and expansion.
- Triage and assess service users to consider their suitability for the ETE Service.
- Utilise a trauma informed approach to help people return to or access ETE.
- Support individuals to increase work related skills, such as the development of CV writing, financial management and IT skills.
- Work with a diverse client group, creating bespoke action and support plans for each individual.
- Facilitate group support sessions in addition to one-to-one support.
- With support and advice from the Service manager, support and help develop new groups following a trauma informed approach.

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- Build and further developing relationships/links with ETE providers and corporate partners to expand the provision for our service users.
- Risk assess those you are supporting and take proactive action to address risk and safeguarding concerns.
- Play an active role in the recruitment process of volunteers in addition to management of volunteers, ensuring they are kept up to date and involved in the organisation, and able to support our service users.
- Ensure risk assessments are completed where required and safety plans are completed on time and regularly.
- Work closely with the services across FearFree, developing close working relationships and supporting clients who may be accessing support from our other services.
- Record all contact with service users and abide by confidentiality requirements.
- Record and monitor data to enable the service to be fully evaluated.
- Car ownership and travel across our area is a requirement for this role.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and our service users and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree's Equality, Diversity, and Inclusion policy.

Health and Safety

All individual employees are required to contracted to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g., VDU, maternity, lone working, H&S audits etc.

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Policies and Procedures

Responsibility for formulating, updating and monitoring relevant FearFree policies and procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

All employees need to be aware of all FearFree’s policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding leads immediately. This role will require an enhanced DBS check.

Person specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education	D
	Higher level education or similar/ relevant professional qualifications	D
	Relevant professional qualification	D
Experience	Practical experience of working with vulnerable people and/or those with complex or other needs.	E
	Experience working in an ETE related environment	D
	Experience of completing risk assessments	D
	Experience of working with Quality System Frameworks and recording data	D
	Experience of safeguarding children and vulnerable adults.	E
	Experience of working with a variety of stakeholders	E
	Experience in working with volunteers	D

Knowledge	Have a good understanding of domestic abuse, the impact on victims and the wider family.	D
	Knowledge and understanding of the issues facing people who have experienced Sexual violence and stalking.	D
	Knowledge and understanding of trauma and trauma symptoms	E
	Understand the principles of risk assessment, safeguarding planning and risk management.	E
	Understanding safeguarding issues, and the legal responsibilities surround these issues.	E
	Knowledge and understanding of the ETE sector and back to work schemes	D
	Understand and be committed to equal opportunities and diversity issues in policy and practice.	E
	Understanding of volunteering and how to work proactively with volunteers to support services.	D
Skills and abilities	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Ability to communicate with distressed people empathically	E
	Ability to establish and maintain appropriate boundaries when working with people who may be experiencing personal crisis	E
	Ability to establish and maintain professional working relationships with both clients and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Excellent verbal and written communication skills, including report writing and presentation	E
	Ability to maintain effective administrative and monitoring systems	E
	Ability to work under pressure and also to be aware of own needs and take responsibility for self-care.	E

	Ability to travel across the FearFree service and access to own vehicle, with business insurance.	E
Attitude and presentation	Reliable and trustworthy	E
	Efficient and punctual	E
	Non-judgmental	E
	Willingness to critically assess own performance and reflect on own practice	E
	Understanding of and commitment to equal opportunities	E

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