

Job Description

Job title:	Employability Advisor
Accountable to:	Working for Carers Project Coordinator
Job Purpose:	To provide a flexible and innovative approach to employability support for working age carers across the North of Tyne who are unemployed and/or struggling to pursue their goals: providing information, advice, guidance, advocacy and/or specialist casework to address barriers and assist transition into or maintain sustainable work, training, and/or education.
Base:	North Tyneside Carers' Centre

Main Duties and Responsibilities:

- Assess the employment needs of individual carers referred to the Project from across the North of Tyne, to understand the specific barriers they face accessing work, training, and/or education.
- Provide specialist one-to-one support to carers and explore options to overcome or reduce the specific work-related barriers they face to return to work, training, and/or education.
- Develop and implement a support plan with individual carers to help them to pursue their goals under the project.
- Deliver a range of interventions to support carers on their journey into work, training and/or education.
- Liaise with employers and education/training providers to match carers with appropriate work, training, and/or education opportunities.
- Coordinate support with the wider Working for Carers team via regular supervisions and team meetings, as well as working as active team members within the three Carers' Centres across the North of Tyne.

Key tasks

1. Service Delivery

1. Carry a caseload carers who require one to one outcome focused support to retain or sustain work.
2. Engage with carers referred to the Project from across the North of Tyne who are not in work, to identify barriers, their needs, and strengths, in a coherent and comprehensive way.

3. Assess carers needs and develop a bespoke plan to support them into an appropriate work opportunity.
4. Empower carers to make decisions in order to realise their full potential and understand their rights in employment, education and training.
5. Identify key employment specific work-related barriers for carers who want to return to work and develop creative solutions with carers and the team to overcome these.
6. Promote assistive technology solutions with carers, explaining the range of equipment and solutions to support them whilst in employment, education or training.
7. Facilitate and support carers to apply and enter employment, education or training through the provision of information, advice and guidance, including CV writing, confidence and self-esteem training, assisted job-searches.
8. Support carers to recognise the transferrable skills and resilience they have developed as a direct result of their caring responsibilities.
9. Ensure carers have access to e-mail, are able to register on employment search engines, and have access to a bank account alongside other digital literacy development.
10. Coach and prepare carers for job interviews, support with application completion, and increase their IT literacy.
11. Build and maintain a wide working knowledge of the local labour market and opportunities for training to benefit carers who want to return to work or training.
12. Achieve project targets around engagement of Working for Carers, training or education.
13. Work collaboratively with Working for Carers team members alongside the staff at the three Carers' Centres across the North of Tyne to engage and motivate carers to reach their full potential.
14. Be accountable for maintaining accurate case notes and records of support.
15. Attend regular supervisions and team meetings to enhance accountability and professional development.
16. Alongside the Project Team, design and deliver packages of support and clear pathways into employment for carers, integrating with colleges, employers, the voluntary sector and providers of specialist support and training.
17. Prepare and deliver motivational sessions to groups, individuals and partners to assist carers towards achievable employment goals as required.
18. Safeguard children and vulnerable adults and ensure that decisions or judgments which entail a level of risk are referred to the safeguarding lead.
19. Undertake any other reasonable requests for work as directed by the Project Coordinator.

Person Specification

Qualifications and Training	Essential	Desirable
Good general level of education to NVQ Level 3 standard or above/equivalent qualification or experience level.	X	
NVQ Level 3 in Information, Advice, and Guidance or equivalent qualification or experience level.		X

Knowledge and Experience		
Experience of working with unpaid carers.		X
Knowledge and understanding of rights and support applicable to carers such as employment rights, assistive technology, and/or benefits such as Carers Allowance.		X
Understanding of the potential barriers to education, employment and learning for carers.		X
Knowledge of the local labour market in the North of Tyne region.		X
Experience of providing confidential, independent information, advice and guidance to people in need.	X	
Experience of managing a varied and complex workload.	X	
Experience of and working to agreed targets to achieve set outcomes.	X	
Knowledge of and a strong commitment to equality and diversity.	X	
Knowledge and understanding of safeguarding and a clear focus on taking appropriate action.	X	
Experience of multi-agency working to achieve goals and joined up provision.	X	
Experience of working with groups and presentation skills.	X	
Knowledge and understanding of the health and social care system in Northumberland/North Tyneside/ Newcastle.		X
Experience of using Charity Log or other CRM system.		X
Skills, Abilities and Attributes		
Ability to work remotely and autonomously with minimal supervision with a delegated level of responsibility.	X	
Ability to assimilate and interpret a varied range of information.	X	
Ability to initiate, develop and sustain effective relationships with a wide range of people and services.	X	
Ability to respond to the emotional demands of vulnerable people and their family members.	X	
Excellent IT skills with particular emphasis on Microsoft packages and CRM databases.	X	

Self-motivated and capable of responding independently to problems and situations, using skills and initiative to work towards mutually beneficial solutions.	X	
Flexible approach to working, including weekends and evenings when required.	X	
Keen to learn and develop new skills and take on new challenges and additional levels of responsibility where appropriate.	X	
Commitment to providing a quality service and a strong commitment to team working and supporting colleagues.	X	
Excellent written and verbal communication skills.	X	
Ability to collate and produce high-quality information materials for circulation to service users and professionals.	X	
Ability to challenge negative attitudes and beliefs, when necessary, while working with carers.	X	
Ability to work within professional boundaries and respect and adhere to confidentiality, data protection and information sharing regulations across all aspects of the work.	X	
Model and encourage high standards of honesty, integrity, openness and respect and portray a positive image of the organisation at all times.	X	
Ability to travel efficiently throughout the North of Tyne area.	X	
Professional, enthusiastic, self-motivated, and reliable.	X	