

Job Description

- Job title:** Employer Engagement Officer
- Accountable to:** Working for Carers Project Coordinator
- Job Purpose:** To work with a range of employers to support a change in workplace culture to become Carer Friendly Employers', through education and offering practical and sustainable ways to help carers stay in work and maintain health, wellbeing and productivity.

Main Duties and Responsibilities:

1. Present a clear business case to targeted employers for supporting carers within the workplace and encourage their engagement with the project.
2. Educate employers to help them understand carers and the impact of their caring responsibilities.
3. Support employers to recognise their employment responsibilities in supporting carers, particularly in relation to the Carers Leave Act.
4. Work with employers to identify, engage and offer alternative support solutions for carers in the workplace.
5. Develop and maintain links with key stakeholders including local Employability Partnerships, Chamber of Commerce and Business Forums.
6. Work with employers to identify opportunities for carers who are not in work to return to work.

Key tasks

1. Present a clear business case to employers for supporting carers in the workplace and a succinct offer of support.
2. Deliver bespoke training to help employers and HR teams identify and support carers, understand their employment responsibilities and help them prepare for the Carers Leave Act.
3. Work with employers offering a package of practical support and solutions e.g. carer friendly' policies and procedures.
4. Educate employers to understand assistive technology solutions which may help carers sustain their employment.
5. Work with employers to identify opportunities for carers who are not in work to return to work e.g. work placements, internships.
6. Explore with employers the feasibility of delivering in work support and work closely with the Carers in Employment Advisors to implement agreed support options including:
 - 6.1. Regular Carer Support Surgeries, to ensure carers in employment have ongoing access to support.
 - 6.2. Deliver training to carers to help build their resilience and coping strategies to manage their caring responsibilities.

7. Organise launch events in the workplace to raise awareness of the support available and demonstrate the use of assistive technology.
8. Develop and maintain effective relationships with local Employability Partnerships and other providers to ensure they understand our offer and establish clear referral pathways.
9. Develop and maintain links with key stakeholders including the Chamber of Commerce and Business Forums.
10. Complete regular independent and mandated training to ensure constant professional development, feeding this knowledge to the Working for Carers and wider teams on a regular basis.
11. Be accountable for maintaining accurate case notes and other records of work, including the planning of group interventions and sessions.
12. Attend regular supervisions and team meetings to enhance accountability and professional development.
13. Monitor and report progress against targets.
14. Alongside the Project Team, design and deliver packages of support and clear pathways in/ into employment for carers, integrating with colleges, employers, the voluntary sector and providers of specialist support and training.
15. Safeguard children and vulnerable adults and ensure that decisions or judgments which entail a level of risk are referred to the relevant safeguarding lead.
16. Undertake any other reasonable requests for work as directed by the Project Coordinator.

Person Specification

Qualifications and Training	Essential	Desirable
Business management qualification.	X	
Training and development qualification.		X
Knowledge and Experience		
A minimum of 2 years' experience in an employability engagement role.	X	
Experience of delivering training and presentations to stakeholders.	X	
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 and working to agreed targets to achieve set outcomes.	X	

Knowledge of and a strong commitment to equality and diversity.	X	
Experience of multi-agency working to achieve goals and joined up provision.	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 develop and deliver a clear business case to employers to influence change.	X	
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 stakeholders.	X	
Ability to challenge in a positive way.	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	
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	