

Job Description

Job Title :	Employment Support Worker
Place of Work :	Canolfan Maerdy, New Road, Tairgwaith and Ystalyfera Development Trust, Commercial Street, Ystalyfera
Responsible to :	Nominated volunteer members of Board of Directors of Canolfan Maerdy
Hours of Work :	37 hours per week, normally Monday to Friday, although some weekend work may be required.
Main purpose of the job :	<p>To set up, manage and operate an employment based 'One Stop Shop' to provide guidance, support and information to help individuals overcome personal barriers and encourage progression.</p> <p>The position is central to improving employability and employment in the area and represents a new and dynamic interface between Canolfan Maerdy, employers and the community.</p>
Length of contract :	Initially for a 4 month period from 1 st December 2011 to 31 st March 2012

Main Duties and responsibilities will include:

1. Providing guidance, support and information to help individuals overcome personal barriers and encourage progression into employment market.
2. Delivering employability training, job search, interview techniques, form completion sessions and personal action plans.
3. Providing individual help with CV writing and completion of job applications, forms letters etc.
4. Assessing eligibility for Barriers Grant/Training Fund and make recommendations.
5. Forging links with a wide range of organisation that help people into employment.
6. Forging links with local businesses that can provide relevant work experience for individuals in the community.
7. Identifying Basic Skills/other training needs of clients and help them in overcoming barriers to attend necessary facilities in order to gain accredited units of work.
8. Assisting in local projects involving voluntary action as a route towards employment or social enterprise.
9. Developing and participating in joint working or partnership initiatives and liaison support, attending meetings as necessary.
10. Managing the employment progression and associated administration.
11. Ensuring that all interactions with clients are assessed for risk and comply with all health and safety regulations.
12. Monitoring, evaluating and reviewing progress writing regular reports

Person Specification

Essential:

- Experience of providing help and support to others.
- To have an appropriate adult guidance qualification, or be willing to work towards one.
- Ability to manage a diverse workload and meet deadlines.
- Experience of dealing with the public.
- Excellent interpersonal skills with the ability to grasp information quickly and accurately.
- Good understanding of ICT with the ability to create and maintain suitable tracking data.
- A good standard of reporting on success criteria/outcomes.
- Educated to GCSE/NVQ Level 2 in English Language.
- A keen interest in helping others to succeed with the ability to empower individuals and addressing any barriers facing them.
- Ability to travel around area of work effectively and efficiently in line with job requirements.

Desirable:

- An ability to facilitate effectively.
- Knowledge of varied software packages for graphics, pictures, statistics, etc.
- Ability to communicate in Welsh.
- A good understanding of the socio-economic factors facing valley communities.
- Experience seeking help and support from other agencies, building rapport quickly and maintaining good working relations.
- Experience of delivering careers guidance, help & advice or other forms of information.
- Knowledge of community support services (e.g. Citizens Advice, Shaw Trust, Business Eye, etc.).
- Background in business or employment services.