

JOB DESCRIPTION

Job Title	Employment Advocate
Salary Band	SCP 24-26
Reporting to	Team Leader
Directorate	Investment and Delivery
Service Area	Households into Work
Political Restriction	No

1. Primary Purpose of the Post
To engage and support socially or economically disadvantaged households by co-designing, coordinating and delivering bespoke support packages which will enable clients to eventually progress into employment.
2. Key Role Specific Responsibilities
<ul style="list-style-type: none"> • Generate appropriate referrals within local areas through developing and maintaining relationships with key partners, stakeholders and providers of services. • Work with and encourage members of workless households to develop their confidence and belief in the benefits of a working life. Assisting and helping participants to better able or be more willing to seek employment. • Work alongside other organisations to tackle a range of issues including health, mental health, addiction, debt, domestic abuse, safeguarding etc in order to facilitate support for the participants to help overcome various potential barriers to employment • Provide 1:1 support to engage, retain and progress participants on the programme, using a range of innovative client centred approaches. • Be aware of own contribution to team targets by successful achievement of individual targets and forward plan to ensure progress measures and outcomes are achieved monthly. • Manage the support provided to or arranged for participants on the programme throughout their journey towards employment by using a co-design and problem solving approach. • Undertake an initial assessment of the participant's barriers to employment with particular regard to health and well-being, physical, personal, household, social and environmental surroundings and use a problem solving approach to identify positive progression outcomes. • To work collaboratively with the participant to produce regular action plans, setting career goals and take responsibility for follow up research in order to meet the needs of the participant. • Liaise closely and discuss issues related to the participant and the action plan with key stakeholders and within the wider HiW Programme to ensure synergy, best outcomes for participants, and none duplication of service provision.

- Keep up-to-date with local and national policies and initiatives in respect of employment, training and education.
- Communicate clearly and timely whilst adhering to the programme's reporting procedures, ensuring the information held in client records is up to date and managed in accordance with relevant legislation including GDPR.
- Monitor, evaluate and report on service provision and contribute to the evaluation of the programme.
- To contribute to the publicity of Households into Work to raise awareness at internal and external events.
- To carry out any other duties within the service framework deemed appropriate by the Team Leader or programme manager.
- To work in a flexible manner and as part of a team.
- Promote the Combined Authority's core values and continued improvement in service quality and efficiency.
- Operating flexibly in respect of cover for all other staff, to ensure service standard office hours are provided, and assist with the servicing of out of hours meetings and events.
- Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting team leader where support is needed.

3. General Corporate Responsibilities

- Ensure compliance with all health and safety legislation
- Ensure compliance with the Data Protection Act 2018 the UK's implementation of the General Data Protection Regulation (GDPR)
- To operate in a manner that places Liverpool City Region residents first, adopts a can-do approach and focuses on communities and working locally.
- To work with public and other relevant bodies to support Liverpool City Region's communities through policy that addresses local concerns.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve effectiveness and efficiency of service delivery.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.

4. General Responsibilities

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Service Area: Households into Work
Job Title: Employment Advocate
Grade: SCP 24-26

Note to Applicants. Essential criteria are marked with *. All other criteria are desirable.

	CRITERIA	METHODS OF ASSESSMENT
Qualifications and Training	*NVQ level 3 or above in an appropriate discipline e.g. information advice and guidance, advocacy, counselling or health or relevant experience.	A
Experience & Knowledge	*Experience of supporting people who have complex and sensitive needs and helping them to develop strategies to overcome or better cope with their effect.	A/I
	Experience of using technology to record and manage information about people from a diverse range of backgrounds and using that information to aid decision making.	A
	Experience of using a range of assessment tools to help identify an individual's readiness for employment e.g. mental health, confidence, perseverance and resilience.	A/I
	*Experience of challenging behaviours and attitudes towards people who are disadvantaged and of helping them to achieve a positive progression.	A/I
	*Experience of advocating for people with social and/or emotional issues and who do not feel confident or capable of representing themselves.	A/I
	*Experience of dealing with emotional and confrontational situations and individuals.	A/I
	*Experience of working in a multiagency and multidiscipline environment, for the betterment of an individual or family.	A/I
	*Experience of providing high quality support, information, advice or guidance in a bespoke way, and adapting the way it is given so that it suits the person it is being given to.	A

	CRITERIA	METHODS OF ASSESSMENT
Skills/Abilities	<p>*Ability to undertake effective caseload management with evidence of a methodical and well-organised approach to work and effective and appropriate record -keeping.</p> <p>*Understanding of the problems and issues faced by unemployed adults and other disadvantaged groups and how they can limit an individual's employment opportunities.</p> <p>*Ability to work under pressure to achieve personal/programme targets and outcomes</p> <p>Understanding of the needs of employers and current trends in the local labour market and how people can be helped to match them.</p> <p>Knowledge and awareness of current employment, education, training and regeneration issues and initiatives within Liverpool City Region.</p> <p>Excellent verbal and written communication skills and ability to deal with people from a wide and diverse range of backgrounds.</p> <p>The ability to work effectively both as an individual and as part of a wider team.</p> <p>Make ongoing contributions to the development and improvement of the programme.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A</p>
Commitment	<p>Understanding of and commitment to the vision and aims of Liverpool City Region Combined Authority.</p> <p>A commitment to providing a high quality customer service and ensuring service standards are met.</p> <p>Willingness to work flexibly as and when required. This includes working hours and work location.</p> <p>Commitment to and understanding of equal opportunities.</p>	<p>A</p> <p>A</p> <p>A</p> <p>A</p>
Other	<p>Knowledge of how Local Authorities and devolution works and the key issues facing the Liverpool City Region.</p>	<p>A</p>



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION



European Union

European
Social Fund

Key to Assessment Methods:

I - Interview P - Presentation A - Application E - Exercise T - Test AC - Assessment