

Job Description

<u>Job Title</u>	Engagement Worker
<u>Responsible to</u>	Team Leader/Manager

Job Purpose

1. Use a range of innovative methods and approaches to engage client/ customers and support them to make successful transitions into Education, Employment and Training.
2. Identify people in need of further assistance to make successful transitions and remain in learning.
3. Signpost and refer on as appropriate, including referrals to colleagues and/or external partners.
4. To provide administrative and customer service support.

Principal Duties and Responsibilities:

1. Work in a co-ordinated and targeted way; using innovative methods to contact people by telephone, group sessions and home visits, encouraging access to high quality services.
2. Build respectful and trusting relationships with clients/ customers, especially those who face difficulties and disadvantage in their progress through life, learning and work.
3. Work with internal colleagues and external partners to make contact with client/ customers, identifying their support needs and recording progress to make successful transitions into education, employment and training.
4. Provide initial information and advice on careers, job opportunities (including voluntary work), personal and social issues.
5. Provide support to clients/ customers in developing their employability skills.
6. Recognise the limits and boundaries to the role, ensuring all clients/customers are referred on internally and/or signposted to external agencies and partners as appropriate for further or specialist advice, guidance or support.
7. Network with key partner agencies, including training providers and voluntary organisations, to maintain knowledge and understanding of local provision.
8. Contribute to team performance and ensure achievement of individual targets.

9. Carry out a range of tasks in office administration and customer services to deliver a high quality service to clients/customers and ensuring compliant contract delivery.

Corporate Duties and Responsibilities

1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio
2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Career Connect Safeguarding policy and procedures.
3. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures.
4. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the Data Protection Act 1998 and other legislation with regard to the processing of any personal data.
5. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct.
6. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed.
7. Proactively seek feedback from customers/ commissioners/ colleagues to identify improvements to professional practice.
8. Operate at the level expected for this role, in line with core competencies and values of the Charity.
9. Adhere to Career Connect policies and procedures on sustainability.
10. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
11. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties can vary from time to time without changing the general character of the post or the level of responsibility entailed.

This could include working across a range of contracts according to the needs of the business.



Person Spec

Essential Skills, Experience, Knowledge and Qualifications

- a) A genuine commitment to helping people progress
- b) Competent with the Microsoft Office suite of products and able to use the internet for research purposes
- c) Attention to detail in accurate recording of data
- d) Excellent communication and interpersonal skills
- e) 5 GCSEs or equivalent, including English (Grade A-C)
- f) An effective team worker
- g) The ability to effectively engage with other agencies
- h) The ability to organise and prioritise work demands to meet deadlines
- i) Demonstrates the ability to develop appropriate knowledge to represent the charity and its clients/customers accurately and professionally
- j) A commitment to equal opportunities
- k) A flexible approach to work and a willingness to travel according to client / business needs
- l) Willingness and ability to work remotely and with minimal supervision, which may involve working evenings and weekends

Competency Framework: Engagement Worker

Description	Autonomy / Leadership	Professional Practice	Relationship Management	Performance / Impact	Quality
<ul style="list-style-type: none"> • Understands fundamental principles and applications • Refers to others for guidance • achieving results in a manner that is consistent with company expectations • Consider how their own job links with and impacts on colleagues and others in partner organisations 	<ul style="list-style-type: none"> • Demonstrates ability to work independently following receipt of instruction • Seeks clarification from practitioner / manager if unclear on any aspect of work • Contributes ideas to sustain and develop delivery of services • Independently undertakes research on behalf of customers • Completes routine tasks without waiting for instruction • Takes Accountability for own continuous professional development • Advocates of behalf of customers 	<ul style="list-style-type: none"> • Completes tasks to agreed deadline, achieving the desired result • Demonstrates the ability to plan, manage and organise own time, e.g. arrives on time and gives reasonable notice of leave requirements • Demonstrates effective planning and organisational skills • Uses diary for meetings and tasks • Identifies and raises issues if problems are foreseen in meeting deadlines or completing tasks Handles enquiries professionally, diligently and intelligently • Is able to listen and communicate effectively in a variety of different styles and settings • Reflects on own practice, identifying effective ways of working. 	<ul style="list-style-type: none"> • Understands the range of customers, partners and stakeholders, to appropriately respond to their needs • Builds and maintains effective customer/partner relationships • Develops strong working relationships with members of their own team in order to ensure collaboration on relevant tasks. • Treats customers, colleagues, partners and members of the public fairly and consistently whatever their background/circumstances • Is able to listen and communicate effectively in a variety of different styles and settings • Able to question and ask for clarification when needed • Demonstrates appropriate knowledge to represent the organisation accurately and professionally • Understands and knows the limits/boundaries • Finds creative solutions for problems when dealing with customers/partners. 	<ul style="list-style-type: none"> • Maintains recognised company /area specific procedures and practices • Demonstrates competence with required tools used e.g databases, reference materials • Produces accurate performance data without errors or omissions • Enlists manager's support in obtaining the information, resources, and training needed to accomplish work effectively • Promptly notifies manager about any problems that affect ability to accomplish planned goals. • Sets prioritised specific, measurable goals that are realistic with dates for accomplishment • Outcomes achieved for designated areas of work • Understands how their performance is measured and how it impacts on the team and company. 	<ul style="list-style-type: none"> • Knows where to find and can refer to relevant quality, service standards and policies, and understands their role in them. • Looks to keep self up to date with latest information - info seeking • Seeks and acts on feedback from others (e.g. customers and managers) to improve performance • Work meets quality standards and timeframes • Is able to provide/receive quality feedback through all working relationships in order to improve the service the organisation provides • Regularly reviews performance and seeks new and innovative ways to improve relationships and services provided