

Job Description



a caring city
Dinas ofalgar

a fairer city
Dinas decach

a learning & working city
Dinas sy'n dysgu a gweithio

a greener & healthier city
Dinas werddach ac iachach

a safer city
Dinas ddiogelach

POST IDENTIFICATION

Post Title	Community Employment Mentor				
Grade	5	Job Evaluation ID:	2706	Date Evaluated/Reviewed	2017
Service Area	Regeneration, Investment & Housing				
Service Team	Community Regeneration				
Responsible to	Click here to enter text (<i>post name, not post holder name</i>)				
Areas of Responsibility	Click here to enter text (<i>name of teams</i>).				
Number of staff responsible for	None	<u>Political Restricted Role</u> <small>(refer to special conditions section)</small>	Choose an item.	<u>DBS Required</u>	Choose an item.
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

Community Employment Mentors will provide intensive one to one mentoring to participants to help them identify and take practical steps to overcome barriers preventing them taking up identified training and employment.

You will support a caseload of participants identified as being eligible to receive services under the programme, developing and implementing their action plans, addressing barriers to employment, developing employability skills and securing employment whilst actively promoting the services of the programme to a wide range of stakeholders. You will empower, motivate and support participants to move into and, most importantly, sustain employment, as well as supporting participants to progress whilst in work.

You will provide a flexible, high quality service, working in partnership with Communities for Work and will be expected to work as part of an integrated team. Supporting participants through a person centred approach to mentoring and coaching and tackling barriers to employment (arising from poverty and long term inactivity), providing interventions on an outreach basis, and supporting participants in the community.

KEY RESULT AREAS

1. To manage the recruitment, retention, training and development of participants, building positive relationships and developing effective processes to identify and overcome barriers as a pathway to employment as set out in the relevant guidance.
2. To have individual responsibility for mentoring a caseload of participants, using a positive, enabling and collaborative approach.
3. To use a variety of techniques, including effective diagnosis, individual coaching and personal support to maximise the number of programme participants securing and sustaining employment.
4. To work with key stakeholders, service delivery partners, statutory and non-statutory organisations in order to promote the support available through the programme and generate referrals.
5. To work closely with stakeholders such as Families First, Flying Start and supporting people in order to provide an effective referral pathway and support participants in order to provide a continuum of support and progression route towards employment.
6. To provide a flexible service, developing comprehensive support plans with participants, undertaking further assessments and regular reviews as appropriate in collaboration with additional early intervention programmes to maximise collective support available for participants in addressing wider barriers of employment.
7. To create timely support and interventions for participants moving between the closely aligned Welsh Government anti Poverty programmes in order to identify the most appropriate service enabling the participant to make positive steps towards employment.

8. To work closely with the Employer Liaison Officer to ensure they are able to keep participants in sustained employment providing help and advice as required by the employer.
9. To provide information, advice and guidance regarding the support available from the programme to key stakeholders and participants
10. To be involved in the Triage process, taking and making referrals and completing initial assessments.
11. To undertake work with other team members in supporting participants to prepare for training and employment
12. To identify alternative employment options for participants who require additional support in progression.
13. To verify job outcomes through evidence or employer contact and to be responsible for ensuring all participants outcomes are recorded accurately.
14. To maintain participants files and data (paper and database) to 100% accuracy at the first, and every subsequent instance of completion
15. To follow prescribed filing and data accuracy requirements to ensure the confidentiality of participant information and a robust audit trail for internal and external review.
16. To assist in the co-ordination of referral mechanisms
17. To participate in the Welsh Government programme development activity
18. To provide flexible support to the programme in the area and work occasional unsocial hours.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
ESSENTIAL		DESIRABLE
Qualifications	Educated to a minimum of NVQ level 4 or equivalent	<ul style="list-style-type: none"> • Click here to enter text.
Knowledge	<ul style="list-style-type: none"> • Understanding the support needs of long term unemployed, economically inactive people, young people their families and single customers • Thorough and up to date knowledge of employment and benefit issues and an understanding of welfare reform and the implications for participants • 	<ul style="list-style-type: none"> • Knowledge of related services provided by the statutory and voluntary sector • Understanding of confidentiality and data protection issues • An understanding of customer service in a service delivery setting
Experience	<ul style="list-style-type: none"> • Extensive experience of providing intensive employment focussed mentoring to a caseload of participants • Experience of exposure to client groups. These client groups may include benefit claimants, single parents, those with criminal records, protected characteristics, mental health groups, specific disabilities etc • Understanding of performance management and monitoring processes 	<ul style="list-style-type: none"> • Experience of joint working with statutory and voluntary agencies • Experience of assessment and development of action plans and their implementation

Aptitude & Skills	<ul style="list-style-type: none"> • Ability to prioritise workload and work on initiative • Ability to communicate effectively with participants, staff and stakeholders • Excellent time management skills and demonstrate to meet deadlines and achieve goals. • A creative and innovative approach to engagement 	<ul style="list-style-type: none"> • Demonstrable customer care skills • IT skills, and the ability to maintain electronic records • Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners •
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EXPECTED BEHAVIOURS & VALUES

Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships

Share best practice and contribute to development of practices. Maintain a realistic and positive attitude to change.

Communicate openly, being straightforward with people to generate trust and confidence.

Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council
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Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements.

Welsh requirements for this post (see [Welsh Language Skills Assessment](#) for skill levels)

Listening / Speaking Skills	0	Writing Skills	0	Reading / Understanding Skills	0
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Special Conditions

Disclosure & Barring Service Disclosures	DELETE AS APPROPRIATE - Not Applicable / This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	Click here to enter text.

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click [here](#)

