**Information, Advice and Guidance Advisor**

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| **Job Title:** | 2 x Information, Advice and Guidance Advisors |
| **Grade:** | NJC 29-31 £26,470 – £28,221 pro rata |
| **Responsible to:** | Deputy CEO |
| **Hours of work:** | 21 |
| **Annual Leave:** | 25 days pro rata |
| **Location:** | One post in Brighton & Hove, one post in Eastbourne |
| **Contract** | Fixed-term until September 2020 |

**Background**

Amaze is a Sussex based charity that supports families with children and young people with special educational needs and disabilities (SEND).

‘My Amazing Futures’ is a new project funded by the Careers and Enterprise Company helping young people aged 14-25 with SEND gain, manage and retain on-going paid employment, education, training and voluntary work.

**The Main Purpose of the Job**

To be responsible for engaging and empowering young people with SEND to achieve learning, employment and life goals on a one to one basis, and in group workshops and training, enabling them to be work-ready. To provide advice, information and support. To work in partnership with schools, colleges, employers and employment support agencies.

**Main Responsibilities**

**Information, advice and guidance**

* Develop strong and trusted relationships with young people with SEND in order to effectively engage them in training, volunteering and employment related activities
* Maintain an active caseload of around 30 young people with SEND a year who wish to access learning, volunteering and employment
* Undertake assessments, through discussing the young person’s goals, including gathering information about the individual’s abilities, interests and barriers and whether the individual has or could develop strategies to address them
* Deliver information, advice and guidance adopting a needs-led approach and developing solution focused interventions
* Support young people to help them develop a written action plan, identifying skills, work solutions, preparation for work, disclosure needs and support
* Refer clients to other employment support services as appropriate
* Ensure the work is led by and focused on the aspirations of the individual, considering their strengths, challenges and employment assets
* Ensure information, advice and guidance services meet relevant standards
* Maintain a professional relationship with young people and others, with particular attention to confidentiality and the maintenance of boundaries

**Partnership working**

* Build an in-depth knowledge of the local job market, training and learning support and local services and initiatives, and understand relevant employment legislation
* Build strong and effective links with external agencies in the community to maximise young people’s access to employment, training and education resources and opportunities
* Work closely with local agencies and key employers to identify appropriate job vacancies and/or volunteering or training opportunities
* Proactively engage and work with local employers and agencies to identify appropriate job vacancies and/or volunteering opportunities
* Develop and maintain Memorandums of Understanding with project partners as appropriate setting our expectations and working arrangements
* Develop and maintain clear referral pathways
* Signpost or refer the young person to Amaze/other services to receive advice on benefits and wider support the person may be entitled too
* Work in partnership with external agencies to develop opportunities for young people through the programme

**Events and group work**

* With support from colleagues, plan, organise, facilitate, deliver and evaluate training, workshops and events focusing on work related topics such as job seeking skills

**Monitoring and evaluation**

* Maintain accurate records and data on service delivery and evaluation, including inputting casework to Amaze’s Customer Relationship Management system (Charity Log)
* Report to funders on service impact as required

# **General Responsibilities**

* Liaise with other IAG employment advisors locally and nationally in pursuit of good practice
* Work within the framework of all Amaze policies and procedures
* Carry out other duties appropriate to the role as required by the CEO or DCEO
* Effectively engage in supervision, training, team meetings and personal development activities consistent with the requirements of the post and individual career goals.

Person specification

Knowledge and experience

* Proven record in engaging and motivating young people, having a caring and positive approach, developing strong and trusted relationships with beneficiaries
* Experience of providing employment and vocational related advice, information and guidance in 1-2-1 settings
* Experience and ability to undertake employment and learning assessments with individuals and use a range of skills and techniques including action planning and coaching
* Experience of helping people to obtain or keep work
* Understanding of barriers faced by young people with SEND and experience of supporting young people with multiple and/or complex needs
* Experience of working at a strategic level to build and develop partnerships
* Experience of meeting contractual targets, reporting and monitoring against these and demonstrating outcomes
* Experience of managing a caseload of 10+ people
* A working knowledge of employment processes and an understanding of the local and national providers, agencies and opportunities available to support people with work and learning related issues

**Skills, abilities and personal qualities**

* Ability to be flexible and person-centred in working with individuals, have respect for individual’s rights of autonomy and confidentiality and a desire to encourage others to develop skills and reach their potential
* Ability to see solutions rather than problems
* Ability to establish and maintain effective relationships with professionals across varying disciplines and sectors
* Excellent verbal and written communication skills, especially the ability to make people feel at ease, and ability to prepare and provide written and verbal reports, write letters and case reporting
* Ability to prioritise and organise a caseload and maintain up to date records of work using a centralised Customer Relationship System
* Ability to co-facilitate and deliver group work and demonstrate an understanding of

group work dynamics

* A high level of self-management and ability to manage own budgets
* Good IT skills, including word processing and customer relationship management systems
* A commitment to team working
* Ability to demonstrate understanding of equal opportunities and the value of inclusion and diversity
* Willingness to undertake training
* Willingness to work occasional evenings and at weekends when necessary

**Desirable but not essential**

* Relevant professional qualification or evidence of further study in vocational skills, e.g. IAG level 3 or 4, or QCF Level 4 Diploma in Career Information and Advice or QCF Level 6 Diploma in Career Guidance and Development
* Experience of working to Matrix Standards (quality standard for advice and support services)
* Experience and understanding of employment welfare to work programmes