

# JOB DESCRIPTION

**POST TITLE:** CASE WORKER (BRISTOL) – WEST OF ENGLAND WORKS  
(FIXED TERM UNTIL 31<sup>ST</sup> MARCH 2023)  
**POST NUMBER:** WREQ3059  
**GRADE:** LECTURER SCALE

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## JOB PURPOSE

The role of the Case Worker is to support, inspire, motivate and encourage disadvantaged and vulnerable people to progress into a number of positive outcomes including: job searching; pre-employment training including Traineeships; educational courses and jobs or Apprenticeships. Based in Bristol, the post holder will work as part of a team to ensure targets are met or exceeded and ensure that the project funding criteria is followed and adhered to at all times.

The successful candidate will engage proactively with employers to build sustainable relationships and identify/create progression opportunities for project participants in volunteering; work experience; Traineeships, Apprenticeships and jobs, again ensuring ESF funding requirements are followed at all times.

This post is funded by The National Lottery Community Fund and the European Social Fund.

## KEY DUTIES AND RESPONSIBILITIES

- Work with customers to provide proactive and motivational IAG sessions on a 1:1 basis and in group sessions including initial diagnostic and skills testing where applicable.
- To identify and address individual barriers in relation to health; lifestyle; motivation and resilience.
- To support the delivery of the Solutions programme, as required.
- To co-design individual participant journeys with customers incorporating appropriate steps (e.g., volunteering; job search; training; work experience) to achieve one of the progression outcomes: education and training; job searching; employment or self-employment.
- Refer customers to appropriate provision as part of their agreed journey.
- Carry out regular IAG interventions with participants, set challenges and complete action plans ensuring ESF criteria is followed.
- Work with the team to deliver informal group activities including health and wellbeing, presentation skills etc.

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- Work with the team to deliver regular Careers & Work Club sessions where you will support customers with all aspects of job coaching, including digital job search; develop CV's; job applications; letter writing and interview preparation.
- Fully complete and submit all required paperwork timely ensuring ESF criteria is met.
- Attend weekly outreach sessions as required in all parts of the community to deliver job search support and 1:1 interventions.
- Track participant progress and report outcomes promptly.
- Compile case studies and collect feedback forms from each participant.
- Develop sustainable relationships with providers and employers to maximise future opportunities.
- Keep a database of employers and contact/conversations/opportunities.
- Facilitate/attend solution focused case conferencing sessions with partnership coaches.
- To positively promote equality and diversity and operate in a confidential and professional manner.
- Promote positive partnership working.
- Other duties as may be required to reflect changes and developments commensurate with the post.

## **GENERIC DUTIES**

In addition to the requirements of the post above, the post-holder is required to:

- Have a proactive and professional approach to all engagement activity.
- Ensure the college/contract administrative procedures are carried out.
- Provide reports, data and other information as required.
- Attend events and activities as and when required.
- Comply with Information Security requirements in line with college policy.

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- Undertake such other duties as may be reasonably required, commensurate with the grade of the appointment.

## **KEY TARGETS**

The targets will be set and agreed annually in accordance with the outcome requirement for each contract. Employee will keep a record of target achievement for discussion at monthly 1:1s and appraisals.

- Target outcomes achieved.
- Customer feedback.
- Employer Feedback.
- Case Studies.
- Progression outcomes.
- Growth and development of employer relationships.
- Number of voluntary, work experience and employment opportunities matched.

## **HEALTH AND SAFETY**

All representatives of staff have a duty to maintain the safe and clean conditions of their workplace area and to co-operate with Weston College on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Weston College's Health and Safety Policies in respect to their specific duties and responsibilities.

## **STAFF DEVELOPMENT**

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.

As a representative of Weston College, you will be committed to developing your technical skills to enhance learning, including the use of the Virtual Learning Environments (VLEs) and classroom equipment.

## **CONDITIONS OF SERVICE**

The College standard Contract of Service for Business Support staff applies.

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## SALARY

Lecturer Scale, Points 1-2: £23,840.00 to £25,361.00 per annum.

Hours of attendance: Full-time, 37 hours per week.

Annual Leave: 281.5 hours per annum, inclusive of statutory bank holidays and company closures.

*The College reserves the right to direct up to 5 days of your annual leave entitlement for efficiency purposes.*

*Weston College is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and expects all staff and volunteers to share this commitment.*

# PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at grade 4 / C or above (or equivalent), including Mathematics and English. <i>All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake the qualification whilst in post (with the assistance of the College).</i>	✓	
Minimum of NVQ L2 qualification in Information, Advice and Guidance (IAG), or be willing to undertake the qualification whilst in post.	✓	
Excellent IT skills.	✓	
Minimum of two years job coaching or similar experience.	✓	
A teaching qualification, or be willing to undertake the qualification whilst in post	✓	
Awareness of mental health and physical needs.		✓
Excellent knowledge of a variety of provision available in North Somerset.	✓	
Good understanding of the benefits system.	✓	
A good understanding of Weston College provision and courses.		✓
A good understanding of Weston College Traineeship and Apprenticeship provision.		✓
Experience of delivering non-accredited, informal workshops.		✓
Ability to plan and prioritise own caseload and work without close supervision.	✓	
To be outcome/target driven.	✓	
Experience of screening, matching, and sourcing employment, work experience and volunteering opportunities.	✓	
Ability to build strong sustainable relationships with employers.	✓	
Highly motivated and the ability to work as part of a team.	✓	
Excellent interpersonal, communication, organisational and time management skills.	✓	
Highly professional in conduct and approach.	✓	
Full Driving Licence.	✓	