

<b>Job title</b>	Engagement & Employability Support Worker
<b>Reports to</b>	Service Manager – Outreach Services
<b>Responsible for</b>	N/A
<b>Location</b>	Floating support within Mansfield & Ashfield District Council areas
<b>Hours</b>	30 per week Monday to Friday
<b>Salary</b>	£29, 875.15 (Full Time Equivalent) Scale 6

### **Purpose**

To work in partnership with Mansfield and Ashfield District Councils to support participants from Eastern European communities and Syrian/Afghan Refugees (as part of Outreach Services) in the achievement of sustainable paid employment through the delivery of high quality, personalised programmes of support across Nottinghamshire.

### **Duties and responsibilities**

- Identify and build trust and rapport with participants in line with the funder's requirements and act as their single point-of-contact throughout.
- Coordinate meetings with participants working flexibly to ensure they receive the appropriate level of support.
- Identify and help to overcome skills, health and circumstantial barriers to support participants into sustainable work which is appropriate to their needs and wishes.
- Give participants expert careers advice and guidance in relation to the local market.
- Support participants to build competitive CVs and enhance their job searching, application and interview skills.
- Appropriately diagnose areas of required support through the use of skills gap analysis/work capability assessments to jointly develop task-oriented action plans.

- Ensure that employment needs and action plan progress are reviewed regularly.
- Use creative and innovative ways of engaging participants in learning and work activity ensuring that potential for independence is maximised.
- Create and deliver tailored programmes of support to improve attitudes, motivation, and confidence in relation to work and enhance employability skills of those within the target area.
- Identify and use a range of methods to place and train individuals within their desired employer sector utilising placements when needed.
- Develop strong working relations with potential employers, providers of work and/or volunteering placements and all relevant external bodies that work in the fields of education, employment and training to secure opportunities for participants.
- Signpost, liaise with and facilitate access to other services and initiatives (ESF/Lottery funded 'Towards Work' and 'Money Sorted in D2N2' services and Job Centre Plus etc.)
- Provide low-level support to help participants sustain employment, if required.
- Support participants to secure and sustain appropriate accommodation in liaison with local housing providers
- Work in line with targets and outcomes, or other regulatory requirements, and within the timescales required, ensuring KPIs are achieved.
- Complete any administration tasks or record keeping associated with the role.
- Produce reports and deliver presentations as required.
- Attend team meetings, staff events and training as required.
- Attend external meetings/events with partners/agencies as required.
- Plan inclusive events and activities that empower clients to connect with and participate in their local communities.

## Person Specification

Requirements	Essential	Desirable
<b>Education</b>	<p>Careers guidance training.</p> <p>A good standard of written and spoken English language.</p>	Careers-related qualification.
<b>Knowledge</b>	<p>Strong understanding of the employment services/welfare to work philosophy and the needs and challenges of the job market for those unemployed from hard-to-reach communities.</p> <p>Knowledge of the labour market and stakeholders local to the area.</p> <p>Awareness of cultural differences relating to applying for work.</p>	

	Understanding of potential impacts/implications on income and benefits.	
<b>Experience required</b>	<p>Providing one-to-one support and building relationships of trust with those from hard-to-reach communities.</p> <p>Giving careers advice and helping participants to successfully find training opportunities and employment.</p> <p>Working within the welfare to work or employability sector.</p> <p>Creating tailored support plans to identify and overcome barriers to work.</p> <p>Building relationships with employment and training providers.</p>	<p>Working within a local authority or social housing environment.</p> <p>Providing one-to-one support to those from East European Communities.</p> <p>Use of UK NARIC.</p>
<b>Skills and aptitudes required</b>	<p>Ability to work autonomously with minimal guidance.</p> <p>Excellent verbal and written communication skills.</p> <p>High-level digital literacy skills, and data accuracy skills, including strong working knowledge of Microsoft Office applications and web-based communication technologies.</p> <p>Excellent organisational skills with a demonstrated ability to manage own schedule/workload.</p> <p>Ability to proactively find solutions to problems.</p>	

<b>Personal qualities required</b>	<p>Strong emotional resilience and emotional intelligence.</p> <p>Creative.</p> <p>Flexible.</p>	
<b>Circumstances</b>	Driving license and access to own vehicle.	

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<b>Approved by:</b>	Delores Vassell, Head of Specialist Housing
<b>Date approved:</b>	08/08/2025