

Job Description

For Non-Streamlined Safeguarded Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Employment Journey Guide (WorkWell)	JEID	MO688
Salary Grade:	Grade J		
Team:	Employment Support Service - Employability and Skills		
Service Area:	Communities		
Primary Location:	The Warwickshire Skills Hub, Eliot Park Innovation centre		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager for Warwickshire Employment Service		
Responsible for:	N/A		

Role Purpose

The Coventry and Warwickshire WorkWell Programme is a partnership programme funded by DWP. The partnership consists of the Coventry and Warwickshire Integrated Care Board, Warwickshire County Council, Coventry City Council, Public Health and a range of healthcare services. The programme works with participants with health conditions and/or disability related barriers to work and to support individuals who want to gain or sustain employment.

The WorkWell programme offers a needs-led service, with 1:1 short-term support tailored to meet individual needs. Working with a range of employment and healthcare services, participants will be supported to overcome barriers and move forward in their journey such as managing their health condition or navigating workplace challenges.

The support the WorkWell programme offers is broad, working with people living with a wide range of potential barriers. The team also engage with Coventry and Warwickshire employers to promote inclusive recruitment practices and demonstrate the effectiveness of reasonable adjustments in the workplace.

The programme is designed to effectively highlight how small changes could improve the health of their workforce and positively impact future recruitment or existing employees by creating a more inclusive working environment. In delivering this service, the programme contributes to healthier workplaces, improves staff retention, and promotes inclusive recruitment practices.

Our WorkWell Journey Guides will work closely with professionals across Job Centre Plus, health, community and other support services to provide a joined-up approach that delivers the best possible outcomes for participants.

Role Responsibilities

- Provide a highly responsive service to individuals with mental health or health barriers, wanting to move into employment.
- Provide consistent support throughout the individuals journey into employment (also supported by project officers, external delivery partners and employment support officers).
- Co-write and design a personal plan which captures the support needs and careers aspirations of individuals.
- Lead in shaping independence plans by evaluating current support needs and designing a plan of independence i.e.travel training and independent job searching.
- Making well informed recommendations of personal development / training to overcome barriers.
- Lead in providing impartial and balanced feedback to the individual, parents and carers additional supportive links.
- Lead in proactively working with the Warwickshire Skills Hub and other local teams to share intelligence of employment aspirations and request support in carving local jobs.
- Support individuals to conduct effective job searches, shape CV's and attend employability workshops.
- Monitor the needs and outcomes of the WorkWell programme, evaluate reoccurring themes and design activity which could enhance the individual's journey to work.
- Pro-actively promote the service to future employers and individuals with mental health or health support needs.
- Ensure transparent and accurate records are kept and good communication is given to stakeholders and other associated support teams.
- Deliver caseload and progress reviews to strategic partners, funders and senior managers.
- Work with Project Officers, Employment Support Advisors and Programme Managers to ensure collective outcomes meet the objectives of the team's and funded programme outputs.
- Work with the management team and Employment Support Advisors to oversee the work of Project Officers and Apprentices where appropriate.
- Deputise for management team where required.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Hold a relevant qualification or completed training in mental health employment support, Advice and Guidance or equivalent	A, I, D
At least 2 years' experience of supporting young people and adults with mental health and health support needs into work.	A, I, P
Experience in evaluating the needs of young people and adults with mental health support need as they enter the service.	A, I
Ability and knowledge to offer support and guidance on the most appropriate routes into employment.	A, I
Ability to create Vocational profiles which accurately and fairly reflect the individuals needs and aspirations.	A, I, P
Experience of managing caseloads with a variety of supportive needs.	A, I
Ability to take a leading role in delivering person centred 1:1 employment support	A, I, P
Ability to lead on working with external suppliers to shape workshops, training, and employer engagement events.	A, I
Experience of working on "multi agency" cases which require sensitivity and collaboration.	A, I
Experience in compiling complex reports and presenting progress reviews	A, I, P
Ability to manage conflict by drawing on previous experience to resolve issues and produce a positive outcome.	A, I
Ability to work with various digital packages such as word, excel, PowerPoint and Microsoft teams.	A, I, P
Experience of independently monitoring caseload and identifying key themes and reoccurring barriers.	A, I
An innovative and strategic thinker, with an ability to identify and explore new ways of working to compliment different caseloads.	A, I, P
Excellent communication skills including an ability to address a range of audiences and circumstances – written, verbal and presentations.	A, I, P
Ability to work on own initiative, manage priorities and meet deadlines.	A, I
Familiar with employment law, diversity and inclusion best practice and discrimination law.	A, I
Ability to travel independently across Warwickshire.	A, I
Satisfactory check through the Disclosure and Barring Service	A, I, D

Desirable Criteria

Assessed By:

Understanding of Warwickshire and the local labour market	A, I, P
Understanding of Warwickshire employers	A, I, P

Knowledge of alternative routes into employment such as apprenticeships and local training programmes.	A, I, P
Knowledge of Warwickshire's employment support partners	A, I
Experience in working with external support funding such as Access to Work	A, I

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☒ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☒ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☒ Lone working on a regular basis	☒ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors

☒ Significant use of computers (display screen equipment)	☒ Work with vulnerable children or vulnerable adults
☒ Undertaking repetitive tasks	☒ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☒ Other (please specify):	Lone travel to/ from meetings. Occasional attendance at meetings during the evenings including public meetings.