

Hertfordshire County Council Job Outline



JOB TITLE: IAG WRL Development Worker
GRADE: H9
REPORTS TO: IAG WRL Team Leader
TEAM: YCH Services for Young People
DEPARTMENT: Children's Services

Purpose of the Job

To ensure that the needs of clients and customers are met so that they are able and motivated to engage in education, training, work opportunities and other learning activities to achieve improved outcomes.

To meet service targets for YCH Services for Young People (SfYP) through:

- Managing, developing and supporting the delivery of quality work or projects within an area team but also at other locations in and out of Hertfordshire ensuring Careers Education, Information, Advice and Guidance and Work Related Learning is promoted and supported both in and around the Curriculum and raised to a high profile in learning settings
- Successfully delivering and / or managing contracts to identified targets and timescales
- Working with employers to identify opportunities for their engagement in supporting the objectives of YCH SfYP
- Providing flexibility to the Service by delivering a variety of tasks across the county as required, including project management; event planning and organisation; and face to face direct delivery interventions with a range of clients both 1 to 1 and through group work

Main Areas of Responsibility

Initiate, develop, deliver, project manage and evaluate specific projects linked to the successful delivery of the YCH SfYP Offer

To build relationships with local businesses, learning settings and potential partners, to help influence the shape of future IAG and WRL programmes, in tandem with the area YCH SfYP team

Work with Senior IAG WRL Development Workers in the IAG WRL Development Team to develop and support delivery of innovative programmes for learning settings, teachers and young people; aimed at raising their knowledge and understanding of IAG, WRL and Employment and Skills through participation in workshops and other events as and when required

To attend and contribute to team meetings to share successes, train and brief teams on the IAG WRL product range; and to be aware of core and new YCH SfYP activities that can then be promoted to wider audiences both in and outside of Hertfordshire

Ensure the views and opinions of project clients and other stakeholders are part of the evaluation of all projects delivered and that this evidence is then used to influence future delivery where appropriate

Support managers and practitioners in familiarisation and embedding of new initiatives and newly developed products, processes and services

Work countywide, promoting and sharing effective practice including use of websites, social media technologies, diagnostic tools and information resources

Train, support and enable practitioners locally and countywide to deliver high quality 1 to 1 and group work packages to support the successful transition from education to work and the achievement of improved outcomes

Enable continuity of service delivery by providing support as required with specific events and the direct delivery of work with individuals, their families and / or groupwork

Work with schools to promote a commitment and support them to develop their careers education and WRL programmes towards meeting national quality standards or benchmarks

Support and pro-actively seek opportunities to trade YCH SfYP services both in and outside of Hertfordshire and seek, initiate and support opportunities to enhance young people's employability

Performance management and supervision of full-time, part-time staff and volunteers

Work collaboratively with other HCC teams and external agencies to ensure coherence, particularly supporting evolving innovative practice including the support or delivery of pilot projects which may arise

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

1. An essential relevant qualification eg Diploma in Careers Guidance (parts 1 and 2) or QCG or Level 4 in Advice and Guidance and evidence of relevant continuing professional development and the ability to put learning into practice.
2. Current knowledge, understanding and recent experience of IAG delivery including group work and one to one interventions to achieve successful outcomes for young people

In addition, all candidates should be able to demonstrate;

3. Good planning, negotiation and organisational skills and relevant experience to project manage a range of contracts
4. Expertise in developing innovative practice, including group work, appropriate for supporting vulnerable young people into EET outcomes
5. Full understanding of current policies and priorities for statutory careers guidance and work related learning, the CEIAG curriculum and any relevant quality awards
6. Ability to communicate effectively with people from varied professional backgrounds and seniority using a range of styles such as presentations, written reports and online media
7. Ability to work flexibly, on own initiative and prioritise workload
8. Ability to work under pressure, meet deadlines, be adaptable to tasks as required and to demonstrate a pro-active approach to problem solving
9. Experience of delivering effective training to staff
10. Experience of assessing needs, accurate recording, customer focus and responding to change

11. Successful experience of inter-agency and partnership working together with a working knowledge of the agencies that deliver services for young people

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).