

LINCOLNSHIRE ACTION TRUST

Post: CFO3 Case Manager / Information, Advice and Guidance Officer
Team: CFO3 Team
Reporting To: Employability Team Leader

JOB PURPOSE

- To assist individuals to overcome identified barriers through accessing relevant support services, to progress into employment, training and education;
- To provide realistic employment, training and education advice and guidance to individuals referred to LAT's CFO3 provision;
- To advise individuals on disclosure of their criminal records;
- To provide support to other organisations when individuals are referred, as appropriate;

KEY TASKS

- To provide an independent advice / guidance interview to each individual referred, formulating an agreed action plan to appropriate quality standards;
- To proactively manage a caseload of individuals, providing regular follow-on support in order to facilitate progression into sustainable employment, training or education opportunities;
- To refer clients to internal / external provision as appropriate, providing necessary support to the client and the provider;
- To liaise with other members of the CFO3 team to ensure progression of all clients;
- To liaise with Prison Service / Probation staff to ensure all work undertaken is appropriate, and to provide timely feedback;
- Ensure clients understand the implications of the Rehabilitation of Offenders Act 1974 and other relevant legislation, and advise on effective disclosure of criminal convictions;
- Collect, collate and present relevant monitoring information as required / requested;
- To deliver key skills training to groups of clients as required in conjunction with other staff;
- To foster positive links with partner agencies, including Prison Service / Probation staff, attending team meetings and other events as required;
- Establish and maintain effective links with key agencies and organisations, including employers and recruitment agencies;
- To ensure individual targets are achieved, and contribute to achievement of team targets;
- To ensure Matrix quality standards are adhered to;
- To maintain and update resources and equipment periodically;
- To contribute to the effective awareness raising and information sharing about LAT's employability provision and employment of individuals with a criminal conviction generally.

PERSON SPECIFICATION

Knowledge Skills and Experience

Current experience of providing employment related support	E	A/I
Experience of delivering adult careers / employment advice / guidance	E	A/I
An understanding of the barriers experienced by individuals with a criminal conviction	E	A/I
Experience of working with individuals involved in the criminal justice system or a similar client group	D	A/I
Experience of delivering employability training	D	A/I
Experience of government-funded training provision	D	A/I
Evidence of ongoing personal development	D	A
Knowledge of Rehabilitation of Offenders Act and other relevant legislation	D	A/I

Personal Attributes

Organisational skills	E	I
Self Motivated and able to motivate others	E	I
Competent oral and written skills when dealing with people at all levels	E	I
Solution focused approach	E	I
Able to develop and maintain positive relationships	E	A/I
Consistent recording and reporting skills	E	A/I
Interviewing skills	E	A/I
Demonstrate integrity regarding confidentiality	E	A/I
Excellent IT skills	E	A
Able to work independently and as part of a team	E	A/I
Willingness to update own skills and knowledge through training and development opportunities	E	A
Flexibility of being employed by one organisation but working within a second.	E	A/I

Qualifications

Relevant qualifications (e.g. Diploma in Careers Guidance, NVQ 3 in Advice, NVQ 4 in Guidance) or be working towards relevant qualifications	E	A/I
Driving Licence and access to vehicle / ability to travel throughout area	E	A

Criteria Requirement:

E – Essential Criteria
D – Desirable Criteria

Criteria Measure

A – Application
I – Interview
T – Test