

# 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 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 provide follow-on support to clients in order to facilitate progression against the agreed action plan;
- 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;
- 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.

## **ESSENTIAL REQUIREMENTS**

### **Experience**

- Current experience of providing employment related support;
- Experience of delivering adult careers / employment advice / guidance;
- An understanding of the barriers experienced by individuals with a criminal conviction

### **Qualifications**

- To hold or be working towards relevant qualifications (e.g. Diploma in Careers Guidance, NVQ 3 Advice, NVQ 4 Guidance);

### **Proven Skills / Attributes**

- Self motivated;
- Good interviewing skills;
- Competent oral and written skills when dealing with people at all levels;
- Good organisational and administrative skills;
- Ability to motivate;
- Demonstrate integrity regarding confidentiality;
- Ability to work independently and as part of a team;
- Consistent recording and reporting skills;
- Ability to maintain positive relationships;
- Willingness to update own skills and knowledge through training and development opportunities;
- Flexibility of being employed by one organisation but working within a second.

## **DESIRABLE REQUIREMENTS**

- Experience of working with individuals involved in the criminal justice system or a similar client group;
- Experience of delivering employability training;
- Experience of government-funded training provision;
- Evidence of ongoing personal development;
- Knowledge of Rehabilitation of Offenders Act and other relevant legislation