

**When potential
is unlocked,
talent *thrives***



West
Northamptonshire
Council

Employment Support Officer - Resettlement

Community Safety, Engagement and Resettlement, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.



West
Northamptonshire
Council

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To lead, coordinate and deliver a highly successful programme of employment, training, and skills support to refugees and people on Government resettlement schemes, including those here on Ukrainian visa schemes, that require targeted early help, with a focus on achieving sustainable employment outcomes and enabling financial independence.

Accountable to:

This role is accountable to the Community Engagement and Resettlement Manager, who is also responsible for the direct line management of 2 x team leaders, 2 x Early Intervention & Prevention Officers, having overall responsibility for 8 x Resettlement Officers, and 2 x Community Cohesion Officers. The role sits within Community Safety, Engagement and Resettlement, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Managing a caseload, understanding the skills, abilities, needs and vocational aspirations through use of an individualised vocational plan and use this information to identify a good job match by initially and continually assessing the skills, experience and knowledge required by the specific job setting.
2. Providing one-to-one advice and support to individuals who are seeking employment and/or other opportunities, and signpost them to other services where appropriate.
3. Using structured frameworks (e.g. Information, Advice and Guidance) deliver supported employment provision by providing service users employability and learning programme based on individual need and current circumstances, highlighting any challenges, building resilience and a personalised plan of activities to ensure people reach their desired objectives.
4. Working autonomously and collaboratively to establish, devise, and implement clear and effective interventions with clients; building and maintaining positive relationships and providing intensive and individualised support, mentoring, and including job coaching to enable people to achieve sustainable employment outcomes.
5. Engaging with prospective employers who will offer employment and other opportunities which match the skills, aspirations and needs of those using the service; to agree and implement job coaching, training programmes and support systems with employers and their staff to enable and maintain sustainable employment for people with extra support needs and those farthest from the labour market.
6. Effectively assessing individual needs, goals and milestones to achieve; ensure each individual receives a person-centred service and develop action plans, monitoring individuals progress against those plans.
7. Providing advice and guidance to customers with a specific focus given to welfare benefits, entitlements, transitioning from job seeker to employee and 'better off' income assessments to ensure that customers are making informed choices about moving from benefits to paid work.
8. Ensuring individuals' training needs and pre-work skills are met and develop and maintain a good knowledge of employment, apprenticeships, and training provision available.

9. Establishing solid partnerships with the other Council departments, Job Centre Plus and local stakeholders to maximise sustainable employment and skills development opportunities for customers being supported through employability services.
10. Demonstrating a methodical approach to work along with accurate report writing, record keeping skills, and ensure the database is updated and maintained in a timely manner.
11. Maximising personal productivity, minimising duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenging and seeking to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrating awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, **(T)** Test, **(I)** Interview, **(P)** Presentation, **(D)** Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal skills demonstrating an ability to support, motivate and coach customers to paid employment, providing encouragement through clear and constructive communication and feedback.	E	A/I
Ability to build good effective working relationships with stakeholders, internal and external, is key to success in this role.	E	A/I
Performance-driven and thrives on working to and to ensure that achieving set performance targets and deadline are achieved	E	A/I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of the barriers and challenges individuals with a disability or disadvantage face in trying to access employment.	E	A/I
Knowledge and understanding of the impact of social exclusion and disadvantage.	E	A/I
Good working knowledge of the UK welfare benefits system, including Universal Credit, legacy benefits, and sickness and disability benefits.	D	A/T/I
Understanding of 'better off' calculations to assess the financial impact of employment and changes of income and the use of tools or calculators to support clients.	D	A/I
Understanding of employment legislation, and current available programmes for pre-work and in-work support.	D	A/T/I

Relevant experience:	Essential / Desirable	Measured by
Recent relevant experience of working with individuals disadvantaged in the labour market in an enabling role.	E	A/I
Experience of managing a significant caseload whilst maintaining customer service standards and performance targets.	E	A/I
Proven ability and experience of conducting home visits and assessing needs to provide relevant guidance and support.	E	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A Level (or equivalent) standard, or equivalent experience demonstrating the required knowledge and skills	E	A/D
Degree-level education in a relevant field, or equivalent experience demonstrating the required knowledge and skills.	D	A/D
A recognised Information, Advice and Guidance (IAG) qualification (Level 3 or above) with a focus on supported employment	D	A/D

Trained in the Individual Placement and Support (IPS) model of supported employment	D	A/D
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All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

Full driving licence and access to a vehicle

Day-to-day in the role:

Hours:	37	Primary work base:	Northampton
Job family band:	CA05	Worker type:	Part-flexible
Salary range:	£31,324 - £33,017	Budget responsibility:	NIL
People management responsibility:	NIL		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture."

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

