



## VACANCY BULLETIN – March 2019

RBLI is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, sexual orientation, transgender status, marital or family status, ethnicity, religion or belief, age, disability, discrimination by association or any other personal factor or quality or a spent conviction (unless the Safeguarding of Adults at Risk (SAAR) regulations prevail in circumstances relating to a particular role).

### Employment Solutions



#### Progression Coach

**Permanent, full time contract working 37 hours per week**  
**Office based in Margate, Kent with travel across South East**  
**Salary: £25,187 per annum**

#### Main purpose of job:

RBLI has recently secured funding through the Big Lottery and ESF to work within the most deprived communities and with individuals who are unemployed and or economically inactive and have a history of being unable to sustain employment.

Our aims are to increase employers' knowledge of how to support those in work to stay in work, overcome barriers, help employers retain staff and improve levels of physical and mental wellbeing within deprived communities. Whilst decreasing the skills gap by supporting those with no or few qualifications to go into education/training relevant to the local jobs market and to reduce reoffending by working with individuals, the police, probation officers and employers to prevent re offending and reduce crime.

#### Overview of the Role & Team:

This position is in our Employment Solutions Division, working with the project team to generate referrals to the Building Better Opportunities/ESF funded project ensuring eligibility criteria is evidenced. Managing the effective delivery of a range of activities, training programmes, individual support and employment related provision to participants to ensure pre-defined targets are met whilst delivering appropriate support levels. The role will involve travel within pre-defined areas and some lone working.

#### Your Key Responsibilities:

##### Performance:

- Identify and engage potential participants to volunteer to the programme
- Actively work with partnership and community organisations to generate programme participants
- Work within guidelines to maximise participant facing activities - including self-generated referral targets
- Work with individuals to identify barriers which prevent transition into employment
- Work in partnership with participants to secure and meet milestones and targets in line with contract
- Actively encourage and motivate participants to undertake appropriate placement, training and volunteering opportunities in order to improve their capacity for work
- Engage with local employers to source placements, work experience, volunteering opportunities or paid employment for participants

- Link participants to other relevant services where barriers have been identified which impact on their ability to prepare for and secure sustained work
- Address individual needs to ensure clear milestones are achieved
- Deliver group workshops on a range of topics; inspiring participants to achieve their goals and aspirations
- Work with individuals to develop a personalised journey that enables them to overcome identified barriers

#### Quality & Control:

- Ensure that all activity meets or exceeds minimum standards (ESF) and other relevant contractual guidelines
- Become, and remain, fully conversant with all relevant provider guidance and requirements
- Ensure all participant records are fully, and consistently updated and activity is recorded in a timely manner
- Protect the security of participant and other confidential data and report to line manager any suspected breaches or losses immediately
- Actively take part in case-conferencing in order to share best practice and drive continuous improvement
- Maintain an up to date knowledge of programme related issues (e.g. benefits) via training opportunities and personal research – highlighting skill gaps as appropriate
- Maintain the boundaries of service delivery; ensuring advice and guidance is only presented on permissible knowledge areas and remains within areas of competence
- Deliver excellent customer – evidenced through local observations and participant survey feedback

#### Communications & Relationships:

- Establish local links with relevant stakeholders to ensure referrals and aid signposting
- Develop positive relationships within local communities to promote the brand and work of RBLI
- Actively communicate with local employers to assist in vacancy generation and share vacancies and opportunities across the team
- Communicate in a concise and accurate manner in both written and verbal communications
- Communicate regularly with line manager to ensure a 'no surprise' culture, develop a strong verbal relationship based on trust
- Ensure knowledge is maintained of the sector, of Government policy agenda and of competitor activity

#### Other Responsibilities:

- Build positive relationships with relevant partner and stakeholder bodies locally to ensure effective development & delivery of all programmes across all centres of delivery
- Develop and maintain a positive relationship with colleagues across the contract to share best practice as well as partners in the sector
- Respond to any other operational needs when they occur across the contract.

#### Personal Attributes:

- Effective administrator with strong organisation, prioritisation and workload-management skills
- A self motivated, enthusiastic, resilient person with team ethics and ability to work independently
- Ability to effectively identify, disseminate and use best practice to drive improvements
- An excellent communicator, both verbal & written.
- Strong IT skills, familiarity with bespoke databases and Outlook diary management essential

## Skills & Experience Required:

### Essential:

- Ability to work within a target driven environment
- Experience of successfully delivering Welfare to Work employment programmes or a successful recruitment or training background
- Strong prioritisation, workload, time management skills
- A strong communicator, both verbal & written
- Good presentation skills and IT literate
- A self motivated, resilient & tenacious self starter with strong team ethics and attention to detail
- Ability to effectively identify, share and use best practice to drive improvements in operational delivery
- Empathetic and approachable whilst ensuring that boundaries are maintained
- Full driving licence holder with own vehicle

### Desirable:

- IAG or Employability-related qualification
- Good links with Jobcentre Plus in your area
- Understanding of ESF claims process
- Member of IEP
- Health and wellbeing delivery experience
- Outreach/lone working/peripatetic experience

## Project Navigator

**Permanent, full time contract working 37 hours per week**  
**Office based in Maidstone, Kent with travel across South East**  
**Salary: £25,187 per annum**

### Main purpose of job:

SCDA has recently secured funding through the Big Lottery and ESF to provide intensive and ongoing practical employment support for disadvantaged people with long term health issues or disabilities to move into sustainable volunteering, education, training or employment. The project will follow the principles of social prescribing to enable SCDA and their partners, RBLI is one, to engage with those who will benefit from it the most. Effective relationships with the medical and health sectors are central to the success of the project.

### Overview of the Role & Team:

The Project Navigator is responsible for creating and maintaining effective relationships with referral organisations in the medical and health sector, compiling participant referral maps, initial engagement with the participant and management of their ongoing involvement with the project to ensure their wellbeing, health, community engagement and employment needs are fully met. The Project Navigator will be supported by Community Connectors and Employability Trainers to help meet community engagement and employment needs.

Liaising with the Project Manager and project staff the Project Navigator will ensure participants engage with the project in an informed way and that support and referral to other services is aimed at meeting their needs and moving them towards employment.

### Your Key Responsibilities:

#### Encourage and promote partnership working:

Liaise with a range of statutory, voluntary, and private sector agencies and organisations to improve clients' access to services and maximise their choices - main agencies include Jobcentre Plus, GP surgeries, CCG's, social and healthcare teams.

### Work in partnership to identify potential clients:

Build and maintain effective working relationships with appropriate referral agencies, organisations and relevant professionals (e.g. Medical and Health Centres, Local Authority Health Teams, CCG Link Workers, Jobcentre Plus, Family and Children's Services and other RBLI projects), to identify participants who are eligible for the project.

Working closely with GP surgeries to promote the benefits of social prescribing

Negotiating effective co-locating agreements with GP surgeries and health centres. Embedding a referral process so GP's are clear about our services and what their patients can expect.

### Guide and support participants to engage and benefit from the project:

- Establish and identify participants eligibility to engage with the project ( those with long term health needs and disabilities, including learning disabilities)
- Undertake holistic assessment of needs including health, wellbeing, community engagement and employment
- Provide bespoke and intensive support for individuals including information advice and guidance relating to employment, health and wellbeing issues
- Support to enable participants to overcome wider barriers to employment, particularly where these relate to health issues
- Provide case work support for participants to access related services including volunteering opportunities, community learning, supported employment and work trials
- Make a plan of action for achieving their aims and goals, and give them support as they carry it out
- Conduct regular progress reviews with caseload of participants to ensure project continues to meet their needs and record progress being made

### Your work would also include:

- Keeping up to date with occupational and labour market information
- Keeping informed about the issues and policies that impact on people with long term health and disabilities
- Giving talks to potential referrers and participants and leading discussions
- Working closely with the Employer Co-ordinator, Community Connector and Team Leader to ensure the clients support plan is carried out
- Updating records and completing other administration tasks
- Assisting potential clients to engage with the project and explain what the service can provide
- Conducting a one to one interview with each client on your caseload offering information, advice or guidance, as appropriate, on the range of work and learning opportunities available locally
- Enabling clients to develop the opportunity to exercise individual choice and the pursuit of their own options for work and learning, and support them in these choices whilst creating an action plan to map their journey towards their anticipated job start date
- Using a range of resources to help clients identify their skills and aspirations
- As appropriate, offer intensive support where individual need has been established (e.g. lone parents or those with a specific condition)
- Recognise and work appropriately within challenging situations

### Signposting and Referral:

- Communicate confidently with colleagues, partner agencies, individuals and Project Manager, to identify appropriate learning and work placement providers, to meet individual participants' needs.
- Maintain awareness of and signpost to a range of local providers to meet participant needs.
- Make referrals on behalf of participants and follow through by maintaining contact with the client.

#### Follow up agreed actions:

- Ensure the necessary support structures are in place to maintain the volunteering, learning or work placement of each participant
- Track participants to ensure up to date information is held at all times

#### Management reporting:

- Keep accurate participant records and assist in the preparation of written and statistical reports as required.
- Maintain appropriate administrative and recording systems.
- Work with others to contribute to the delivery of projects so that they are on time, to target and within prescribed budgets
- Collaborate and contribute to funding bids as required
- Update systems as required accurately and on a timely basis within 1 working day
- Maintain an accurate caseload management sheet at all times
- Report and record achievement of all project outcomes within the month they occur to maximise contract target performance
- Provide one good news story per month reflecting client progress and/or success

#### Other:

- Meet regularly with the Project Manager or other designated supervisor for supervision and project reviews and to take responsibility to follow through agreed areas of work.
- The varied nature of the role may require flexibility to undertake other appropriate and relevant duties as they occur.
- Attend team briefs, meetings and SCDA staff meetings as required
- Promote and comply with RBLI policies and procedural requirements

#### Personal Attributes:

- Be committed to a person centred ethos and empowering participants to help themselves with the right support
- Able to work effectively as part of a team and on own initiative
- Be confident in dealing with participants, partners and funders and be able to respond at all levels
- Tact, diplomacy
- Resilience to withstand peaks in workload
- Emotional resilience to work objectively and professionally with vulnerable people
- Understanding of or willingness to learn about the needs of a wide range of socially excluded or disadvantaged people.

#### Skills & Experience Required:

- Ability to maintain accurate records for participants and monitor progress
- Ability to communicate effectively at all levels
- Ability to make assessment of need on a one to one basis
- A flexible approach to meeting client needs
- Organisational, IT and time management skills of a high order
- Able to develop an approach to your work which displays a good understanding of equal opportunities
- Able to gain a rapid understanding of RBLI's services, and promote their vision, aims and values in a positive manner
- Ability to work with minimal supervision.
- Good understanding of data protection requirements
- Clear understanding of client confidentiality

## Requirements of the Role

### Essential:

- At least 2 years' experience in health or health related supported employment setting with a good understanding of the issues/barriers faced by people with long term health issues and disabilities (including learning disabilities)
- Experience working with individuals who are facing barriers to work and learning or engaging with their community
- Experience of setting up referral paths and supporting individuals to access work, learning and/or volunteering opportunities
- Experience of working to targets, goal setting and delivering a service that is person centred.
- Accustomed to multi-tasking, working a case load alongside networking, presenting to GP's and admin reporting for example
- To be able to travel to various locations in and around South East LEP area easily and economically
- Be able to undergo enhanced DBS checks

### Desirable:

- Knowledge of the benefits system, especially ESA
- A level 3 in Advice and Guidance or Health and Social care
- Experience of lone working policies and practice
- Up to date knowledge of good employment practices which support the placement of clients with barriers to work e.g. disability discrimination, flexible working.
- Familiarity with routes into, and the opportunities available, within Adult Education, and the local community

### Benefits:

RBLI offer 25 days holiday per annum pro rata, a Group Flexible Retirement Plan and Life Assurance.

### To apply:

If you wish to be considered for the above role, forward your CV and covering letter including a supporting statement to [recruitment@rbli.co.uk](mailto:recruitment@rbli.co.uk).

\* RBLI reserves the right to remove a vacancy at any time prior to the published closing date.

RBLI is an equal opportunities employer.

NO AGENCIES

**Closing Date: 8 April 2019**