






Job Description (Part 1)

Post	
Job Title	Employment Navigator (Well for Work)
Contract Period	Fixed Term Contract until 31 st December 2023
Job Holder	Vacant
Location	Nottingham City covering Greater Nottingham
Hours	Full Time (37 hours per week Monday to Friday) <i>Job Share Considered</i>
Reports to	HR Manager

Double Impact Services	
Our Mission	<p>INSPIRING CHANGE AND POSITIVE CHOICE</p> <p>Double Impact is a registered charity and not for profit organisation, established in 1998.</p> <p>Our Mission is to provide a quality service which promotes recovery and community integration for people who have experienced problematic drug and alcohol use. This is achieved by providing opportunities for personal development, healthy choices, education, vocational training, employment and access to housing.</p> <p>By placing our service users' needs at the heart of our ethos and their own treatment experience, we provide a uniquely holistic, flexible service.</p> <p>We believe that with the right support everybody can recover and that in recovery anything is possible.</p>
Well for Work	<p>The Well for Work programme aims to help unemployed or eco-inactive clients within the D2N2 region who are disadvantaged but still relatively close to the labour market to tackle their barriers to work, enter and sustain employment. This will be achieved through a range of short interventions and support pathways, including focus on Basic Skills, to ensure clients access the most appropriate provision to help them progress into employment.</p>
Our Values	<p> Supportive to individuals and their diverse needs and to the wider treatment community;</p> <p> Passionate: about everything we do;</p> <p> Inclusive: by involving service users and staff in all aspects of what we deliver and through working in partnership;</p> <p> Responsive: to our service users' changing needs, to the communities in which they live and to our staff;</p> <p> Effective: In realising individuals' goals and achieving our aim.</p>

Job Profile	
Purpose of Job	The Employment Navigator will contribute to the overall success of the Well for Work Programme within D2N2. The successful candidate will work directly with unemployed and economically inactive participants by effectively delivering short interventions, advice and personalised support to progress them into employment, self-employment, job search or basic skills.
Position in Organisation	<ul style="list-style-type: none"> • Reports to the HR Manager • Point of contact for/with participants of the Well for Work programme • Point of contact for/with community resources/providers/partners/local community groups, employers, training providers and external support services
Scope of Job	<p>To motivate and work closely with participants on the Well for Work programme to provide short interventions to enable participants to progress into employment, self-employment or basic skills.</p> <p>The job is fairly autonomous working to agreed project guidelines. The post holder will have a significant degree of freedom for decision making in the control and management of their caseload, maintaining external relationships and managing successful outcomes.</p>
Qualifications	<ul style="list-style-type: none"> • Information Advice and Guidance (IAG) Level 3 or above (desirable/willing to train) • Excellent IT Skills and familiarity with basic IT packages including Excel and databases

Job Description (Part 2)

Duties & Key Responsibilities	
Key Responsibilities:	<ul style="list-style-type: none"> • To engage with and build rapport with participants who are unemployed or eco-inactive clients within the D2N2 region who are disadvantaged but still <u>relatively close to the labour market</u> to tackle their barriers to work, enter and sustain employment through <u>short interventions</u>. • To effectively network within local substance misuse treatment services (Nottingham Recovery Network), making yourself known to keyworkers and ensuring that keyworkers are aware that Double Impact offers a range of employability services. • To work effectively as part of the wider Double Impact employability team. • To ensure that participants fit the programme criteria for Well for Work. To ensure that any participants who do not fit the programme criteria are referred onto Double Impact's other employment services/programmes or general services. • To collect evidence of eligibility ESF provision and for Right to Work. To enter this information onto a Management Information System. • To achieve contractual Key Performance Indicator (KPI) targets which include targets to bring participants onto the programme and positive outcomes (employment, self-employment and education/training) • To co-produce with the participant a support plan that sets out goals and SMART targets. To review the plan regularly (fortnightly). • To ensure that participants are given a clear overview of the service and what is expected of them on the programme. • Provide inspiration, motivation and encouragement to all of your participants. • Support individuals to address their barriers through case working, signposting to appropriate support services and supporting the participant to attend interventions. Barriers to employment may include; substance misuse issues, mental health issues, offending history (this is not an exhaustive list). Workers may refer to external/internal support services in some cases and will challenge and work with participants to overcome resistance to employment. • Support participants to engage in education, training and learning by referring to and supporting to attend workshops and education opportunities. • Support participants to engage in active job search and a range of employability focused activities. This will involve; matching participants to vacancies depending on skills and experience, support in applying for job vacancies, updating CVs and covering letters and specialist advice and guidance regarding vacancies and approach to employers. • Support participants to apply for and gain paid employment • Operate a concise administration system and update all participant records to remain contract compliant. This includes online records and Excel spreadsheets • To proactively work and build networks with local agencies and key stakeholders including; JCP, Voluntary & Private organisations, local Employment & Skills providers, Specialist Partners, Education & Training providers and Employers. • To fully understand and comply with ESF and Futures guidelines regarding the delivery of the Well for Work programme. • To positively promote the Well for Work programme to participants and stakeholders via internal and external events

	<ul style="list-style-type: none"> • To effectively prepare and complete all participant administration and financial documentation, ensuring all records are accurate and kept up-to-date, to ensure full contractual compliance with ESF standards. • To share best practice with colleagues to drive continuous improvement of the programme • To contribute positively as part of a delivery team, as well as part of a wider business team, to deliver business objectives. • To help develop a culture of aspiration through positive role modelling and example. • To ensure the health and safety of all yourself, other staff and participants by following health, safety and security procedures in the working environment. • To ensure that any safeguarding concerns are flagged to your supervisor immediately • To ensure that Equality of Opportunity policies and anti-discriminatory practice are adhered to and fully implemented at all times and that all practice positively promotes Double Impact's commitment to valuing diversity. • To ensure that you abide by relevant legislation, statutory policy and Double Impact policies and procedures. • To ensure that all aspects of confidentiality are adhered to.
<p>Administration & Systems</p>	<ul style="list-style-type: none"> • To contribute towards the attainment of key performance indicators as stipulated by the service level agreement. • To operate record keeping and monitoring procedures as directed. • To maintain electronic records as directed, ensuring that all data requirements are met within appropriate deadlines.
<p>Other Duties</p>	<ul style="list-style-type: none"> • Recognise personal and professional boundaries at all times and adhere to our code of conduct, policies and procedures at all times. • Maintain service user confidentiality at all times in line with Double Impact policy and data protection legislation. • To carry out all work in accordance with the company and its partners philosophy and ethos • To carry out all work in accordance with the company's policies and procedures • To be aware of and work within the current legislation in relation to the service • To ensure all Health & Safety procedures are adhered to • To ensure Equal Opportunities is maintained and promoted • To attend staff meetings and engage in all staff support, development and supervision systems. • Proactively improve personal knowledge and skills by completing any relevant training • To keep abreast of developments in services, legislation and practice relevant to services for substance misusers. • To act as an ambassador for Double Impact at all times. • Such other duties as the management may from time to time reasonably require

Job Specification (Part 3)

Person Specification		
	Essential	Desirable
Education & Experience	<ul style="list-style-type: none"> • Previous experience of supporting and placing unemployed/ economically inactive people into employment, self-employment or FE/Training. • Experience of working to targets preferably in a similar environment. • Level 2 Literacy and Numeracy • Good track record of reliability 	<ul style="list-style-type: none"> • Hold a recognised Information, Advice & Guidance (IAG) qualification (minimum of Level 3 or above)
Knowledge	<ul style="list-style-type: none"> • Knowledge of local adult and child safe guarding procedures 	<ul style="list-style-type: none"> • Knowledge of the benefit system including work benefits • Knowledge of local support services and potential referring groups • Understanding of drug and alcohol misuse, mental health, domestic abuse, homelessness and offending.
Abilities	<ul style="list-style-type: none"> ▪ Ability to employ a high level of Emotional Intelligence ▪ Ability to negotiate and agree 'SMART' objectives with participants, experienced in giving constructive feedback and able to positively transform negative behaviours ▪ An ability to identify barriers and support needs through using a range of questions and resources ▪ An ability to motivate, inspire and encourage others to reach their potential ▪ Can work effectively with key partners and refers onto appropriate agencies where necessary ▪ Ability to work to strict targets and deadlines. ▪ An ability to relate to others ▪ Awareness of and ability to maintain professional boundaries and work effectively with partnership agencies ▪ Confidence to work on own initiative as well as part of a team ▪ Responds flexibly to the demands of the post ▪ Ability to listen to others ▪ Ability to work with people from a range of social, cultural and ethnic backgrounds ▪ Ability to work alone effectively ▪ Ability to establish and maintain good, professional working relationships, both internal and external 	
Skills	<ul style="list-style-type: none"> • Writing skills that enable writing of letters, action plans, application forms, e -mail responses and other records to a standard that others can easily and quickly understand • High level communication, interpersonal and presentational skills and understands its importance in both participant relationships and teamwork • Excellent organisational and time management skills, prioritising and managing work according to deadlines and performance targets • Excellent IT skills to include; Databases, Word, & Excel • Prepared to work outside normal office hours (as and when required) to support the programme and be prepared to travel around the local contract area 	

	<ul style="list-style-type: none"> • Can manage a caseload and workload autonomously, effectively and efficiently • Has a professional, empathetic and non-judgmental attitude towards participants 	
Attitudes	<ul style="list-style-type: none"> • Proactive, forward thinking and positive • Approaches work with infectious energy and enthusiasm • A belief that people can change and succeed <ul style="list-style-type: none"> ▪ A willingness to share own experiences ▪ A willingness to learn and develop skills ▪ To have a 'can do' mentality • To have a non-judgmental attitude towards participants • To have a passion for excellence • To have a flexible approach to work • To work in accordance with the company values at all times 	
Customer Focus	<ul style="list-style-type: none"> ▪ Be friendly, smiley, sociable and welcoming to all who participate, demonstrating enthusiasm and energy. • Remain calm, patient and polite at all times • Be helpful and go out of your way to help the people who use our services 	
Drive	<ul style="list-style-type: none"> ▪ Be confident and self-motivated ▪ Willingness to engage in continuous professional development • Demonstrate passion, commitment and enthusiasm to recovery • Welcome and embrace change, with a positive attitude • Be able to work unsupervised in a busy environment 	
Personal Integrity	<ul style="list-style-type: none"> ▪ Be honest and reliable • Be trustworthy and respectful • Be personally well presented • Maintain excellent time-keeping and attendance • Be professional at all times 	
Teamwork	<ul style="list-style-type: none"> ▪ Can work effectively in a team • To be respectful and considerate to colleagues and participants. • To enthusiastically support the team in pursuit of collective goals • Always be a good team player • Build and maintain good relationships with all team members • Work together with the team to ensure that the service is the best it can be • Be able to communicate well with people of all levels 	
Other	<ul style="list-style-type: none"> ▪ Flexible approach to work ▪ A requirement of the role is that you conduct outreach appointments and work across a specific geographical area. 	<ul style="list-style-type: none"> • Full driving license and access to a vehicle.

Terms & Conditions (Part 4)

Terms & Conditions of Employment	
Position	Employment Navigator (Well for Work)
Location	Nottingham City with a Greater Nottingham remit
Hours	<p>Full Time (37 hours per week). <i>Job Share considered</i></p> <p>You are entitled to a daily unpaid meal break of 40 minutes when consecutive working hours are 6 or more.</p> <p>In addition to your normal hours of work, you are required to work any necessary additional hours for the proper performance of your duties.</p>
Contract Type	<p>Fixed Term contract until 31.12.2023</p> <p>This post will be solely employed on the Well For Work project. Well For Work is part funded by The European Social Fund.</p>
Salary	£23,500 per annum rising to £24,000 after 12 months and subject to satisfactory performance
Pension	Auto Enrolment
Probation Period	6 months
Holiday Entitlement	Holiday entitlement in any holiday year is 27 days (FTE). This is in addition to Bank Holidays.
Notice	<p>Following successful completion of the probationary period, staff are required to give one month's notice in writing to terminate their employment with the Company.</p> <p>During the first month of the probationary period, either the Company or staff member may give one day's notice to terminate their employment. After one month's service and up to satisfactory completion of the probationary period, the Company or staff member may terminate their employment by giving one week's notice.</p>
Conditions	<ul style="list-style-type: none"> • Two satisfactory professional, written references, one of which must be the last employer • Satisfactory Enhanced DBS Check • Evidence of Right to Work in the UK

Acceptance

The above job description is not all encompassing and is subject to regular review

Signature of Post Holder

I have read and accept the duties and responsibilities outlined in this job description.

Signature: _____

Print Name: _____

Date: _____