# Job Description

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| **JOB TITLE:** | **International Care Work Brokerage Project Lead** |
| **GRADE:** | **Grade I** |
| **POST NUMBER:** | **G080200889** |
| **DIRECTORATE:** | **Housing and Regeneration Directorate** |
| **SERVICE:** | **Employment & Skills** |
| **RESPONSIBLE TO**: | **Designated Service Manager** |
| **RESPONSIBLE FOR:** | N/A |
| | **DBS Required? Yes**<br>**Level of check - Basic**<br>**Is the post politically restricted? No**<br>**Is a Travel Allowance Payable? No**<br>**Does this post attract an Essential Car User Allowance? No** |
| **JOB SUMMARY:** | The postholder will act as the Council's specialist operational lead for the design, mobilisation, delivery and continuous improvement of its International Recruitment model. With delegated authority, they will represent the Council in complex discussions and act as the project's designated safeguarding lead, exercising specialist judgement in high risk, contentious and escalated cases involving vulnerable displaced workers and their dependants.<br><br>Acting as lead caseworker for appropriate referrals from North East London health and community services, the postholder will undertake targeted outreach, manage a complex caseload and provide trauma-informed employability support. They will lead on creating employer engagement pathways, brokering employment opportunities across adult social care and other suitable sectors and resolve barriers affecting individual and wider project outcomes.<br><br>The postholder will manage complex stakeholder relationships and use performance data, case evidence and service-user feedback to shape operational policy, commissioning and service improvement. They will contribute to team targets, KPI returns, |

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| | stakeholder workshops, case studies, senior briefings and final project reporting, ensuring that learning informs future quality assurance, workforce planning and strategic direction. |
| **ROLE REQUIREMENTS:** | |
| 1. | Lead the project execution, review, redesign, coordination and continuous improvement of targeted outreach and engagement arrangements for eligible international care workers affected by sponsor license revocations, displacement, exploitation risks, unemployment or insecure employment. |
| 2. | Lead the operation, review and redesign of referral, eligibility and assessment pathways, applying specialist judgement to complex cases and implementing changes that improve access, consistency, service provision and risk control. |
| 3. | Act with delegated authority as the Council's lead operational representative for complex displaced international care worker cases and related provider, partner and safeguarding discussions, managing a complex caseload, undertaking needs assessments and developing jointly agreed action plans that coordinate effective responses to employment, skills, welfare, housing, safeguarding and other support needs. |
| 4. | Support service users to access appropriate specialist immigration advice where required. The postholder will not provide regulated immigration advice |
| 5. | Provide high quality employment and skills-related information, advice and guidance, including support with job search, applications, interviews, training options and progression routes. |
| 6. | Lead the operation, review and redesign of employer engagement and employment brokerage arrangements, developing and maintaining a pipeline of ethical vacancies and employer partnerships, resolving complex recruitment barriers and influencing provider practice to maximise sustainable employment outcomes. |
| 7. | Maintain and apply advanced specialist knowledge of employment brokerage, adult social care workforce risks, ethical recruitment, safeguarding, labour exploitation, displacement and data governance to direct project delivery, advise colleagues and support service users into suitable employment aligned with their skills, experience and circumstances. |
| 8. | Coordinate referrals to statutory, voluntary and community |

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| | services, including housing, welfare, mental health, safeguarding, financial hardship, training and employability support. |
| 9. | Lead and manage complex and potentially contentious operational relationships with NEL services, the Home Office, Care Provider Voice, adult social care colleagues, care providers, statutory bodies, employment partners and community organisations, representing the Council with delegated authority to resolve high-risk, contentious and escalated cases and barriers affecting vulnerable displaced workers, partner relationships, project delivery and wider service outcomes. |
| 10. | Support community outreach sessions and deliver IAG sessions, stakeholder workshops and engagement events, ensuring activity is planned, delivered and recorded effectively. |
| 11. | Responsible for maintaining accurate and timely CRM records of service user contact, assessments, action plans, referrals, outcomes, jobs brokered, events and case studies, using this evidence to produce specialist operational advice, briefings and evidenced based recommendations that are normally accepted by managers and shape operational policy, practice and service delivery. |
| 12. | Analyse project performance against agreed KPIs, identifying trends, risks, gaps and outcomes, and produce evidence-based recommendations that are normally accepted by managers and shape operational policy, practice, service delivery, provider engagement and risk controls. |
| 13. | Work in a trauma-informed, person-centred and culturally sensitive way, ensuring dignity, confidentiality, safeguarding and EDI practices are central to service delivery |
| 14. | Act as the project's lead safeguarding officer, leading the operational response to high-risk, contentious and escalated safeguarding cases involving vulnerable displaced workers, care providers and statutory partners, resolving issues within delegated authority and escalating concerns only where required by Council procedures. |
| 15. | Lead the review and redesign of referral, assessment, safeguarding and employer engagement pathways, implementing agreed changes to improve service provision, partner practice, provider engagement and risk controls. At the end of the project, produce an in-depth report evaluating impact, outcomes, risks and learning, with evidence-based recommendations to inform future operational policy, service delivery and workforce planning |
| **CORPORATE RESPONSIBILITIES** | |

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| 16. | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach. |
| 17. | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented. |
| 18. | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
| 19. | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role. |
| 20. | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff. |
| 21. | Adherence to the council's commitment to the health, safety and welfare at work policy |
| **PEOPLE** | |
| 22. | Work as part of a focused team and collaborate with colleagues across Employment & Skills, Adult Social Care and wider council services. |
| 23. | Develop, influence and manage effective working relationships with care providers, community organisations, statutory services, training providers and employment partners. Act as the Council's lead operational representative in complex discussions and use delegated authority to resolve contentious issues and influence partner practice. |
| 24. | Exercise a high level of sensitivity, diplomacy, negotiation and professional judgement when working with displaced workers, employers, commissioners, providers and partner organisations. |
| **FINANCE** | |
| 25. | Maintain accurate project records to support monitoring, evaluation, audit requirements and reporting in line with council procedures. |
| **SERVICE** | |

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| 26. | Ensure you deliver a high level of customer service at all times. |
| 27. | Lead the operational review, redesign and continuous improvement of the brokerage model through service-user consultation, partner feedback, case learning and analysis of delivery evidence, taking responsibility for implementing changes to referral, assessment, safeguarding and employer engagement pathways that strengthen service provision, partner practice, provider engagement and project outcomes. Use the resulting evidence, learning and recommendations to inform the strategic direction and future development of the service. |
| **PERFORMANCE** | |
| 28. | Take delegated responsibility for project delivery against agreed milestones, workplan objectives and monthly KPIs, making operational decisions and implementing corrective action where performance, service provision, partner practice or risk controls are affected. |
| 29. | Monitor delivery, identify emerging risks and dependencies, and take responsibility for resolving high-risk, contentious or escalated issues within delegated authority, including those involving providers, statutory partners and vulnerable displaced workers. Escalate significant concerns where necessary, providing clear, evidence-based recommendations to support effective decision-making, strengthen risk controls and protect project and wider service outcomes. |
| 30. | Lead the collation and analysis of project evidence, trends, risks, outcomes and learning, producing recommendations that inform senior management oversight and shape operational policy, practice and service delivery. |

**OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
To undertake additional duties that may arise from time to time commensurate with the grade of the post.

# Person Specification

| **Person Specification for the Post of** | | **Essential (E) or Desirable (D) (if applicable)** | **Method of Assessment A= Application Form T= Test I= Interview** |
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| **Knowledge** | 1. Advanced understanding of the barriers faced by displaced international care workers and other vulnerable workers affected by labour market insecurity, exploitation or displacement.<br><br>2. Advanced understanding of employment support, job brokerage and information, advice and guidance practice, including needs assessment, action planning, referral pathways and progression into sustainable employment.<br><br>3. Advanced understanding of local labour market opportunities, employer requirements and immigration related employment issues affecting international workers, including appropriate signposting where specialist advice is required. | E<br><br>E<br><br>D | A/I<br><br>A/I<br><br>A/I |

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| | 4. Thorough understanding of statutory agencies, support services, community organisations and the responsibilities and interfaces between partners.<br><br>5. Advanced knowledge of safeguarding thresholds and interfaces, confidentiality, data protection, information sharing and data governance when working with vulnerable adults and complex cases.<br><br>6. Specialist knowledge of adult social care workforce issues, ethical recruitment principles and the impact of sponsor licence revocations on care workers and local service provision. | E<br><br>E<br><br>D | A/I<br><br>A/I<br><br>A/I |
| **Qualifications & Experience** | 1. Qualified to NVQ Level 3/4 in Information, Advice and Guidance, employability, advice work, community development or equivalent relevant experience.<br><br>2. Significant experience of providing specialist employment support and job brokerage to residents, workers or communities facing complex barriers, using clear communication and a trauma-informed approach. | E<br><br>E | A/I<br><br>A/I |

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| | 3. Experience of managing complex caseloads, completing assessments, developing action plans and maintaining accurate records using CRM systems. | E | A/I |
| | 4. Experience of engaging employers, training providers, community organisations or statutory partners to broker jobs, coordinate referrals and support people into employment, training or other positive outcomes. | E | A/I |
| | 5. Experience of delivering outreach, community engagement, IAG sessions, workshops or events with diverse communities and partner organisations. | E | A/I |
| | 6. Experience of contributing to key performance indicators tracking and monitoring data, preparing case studies and leading project evaluation and reporting within a specialist project or service. | E | A/I |
| | 7. Experience of identifying risks, escalating safeguarding concerns and making appropriate referrals to statutory services in line with procedures. | E | A/I |

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| | 8. Demonstrable ability to manage competing priorities, meet deadlines and remain resilient and flexible when supporting people with complex needs. | | A/I<br><br>A/I |
| **Living the TOWER Values sets out the essential behaviours required of all staff.** | | **They are aligned to the organisation's five TOWER Values** | |
| We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets | **Developing networks**: Builds networks with key teams that they work with, to ensure achievement of the best outcomes.<br>**Making it a Better Place to Work**: Actively builds a positive team and work environment. | E<br><br>E | A/I<br><br>A/I |
| We are **OPEN** and transparent | **Communicating Clearly:** Checks they are understood by others and explains jargon from people they have to communicate regularly.<br>**Being Approachable:** Approachable and actively seek feedback from others to improve how they and others do things. | E<br><br>E | A/I<br><br>A/I |
| We are **WILLING** to challenge, innovate and be accountable | **Being Accountable:** Take accountability for delivering own work and set challenging goals for self.<br>**Personal Development:** Looks for ways to continuously improve and develop within my role. | E<br><br>E | A/I<br><br>A/I |
| We empower each other to be **EXCELLENT** and go the extra mile | **Having Purpose and Personal Motivation:** Understands the organisation's direction of | E | A/I |

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| | travel and actively supports it in their work and interactions.<br>**Focusing on Well-being:** Supports others to achieve a work-life balance and makes time for others when they need someone to listen to them. | E | A/I |
| We **RESPECT** all communities; they are the heart of everything we do | **Respecting Diversity and Being Inclusive:** Open-minded and appreciates alternative cultural perspectives. Takes these into account when delivering services.<br>**Understanding Customer Needs:** Takes ownership of more complex issues, whilst keeping the customer informed. | E<br>E | A/I<br>A/I |
| **Additional Requirements** | To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.<br><br>To comply with the requirement to carry out a DBS check on this role. | | |