

## Job Description Template

### Job Description

<b>JOB TITLE:</b>	Careers Adviser Qualified
<b>GRADE:</b>	Current grade I
<b>POST NUMBER:</b>	H030099007
<b>DIRECTORATE:</b>	Place
<b>SERVICE:</b>	Careers Young Workpath
<b>RESPONSIBLE TO :</b>	Mario Kyriacou
<b>RESPONSIBLE FOR:</b>	Not applicable
	<b>DBS Enhanced check required</b> <b>This post is not politically restricted</b>
<b>JOB SUMMARY:</b>	<i>To achieve Careers Young Workpaths work plan objectives by providing high quality careers information, advice and guidance for young people 13 – 19 years and up to 25 years for those with EHCPs in a diverse multi-cultural community. To work with a range of statutory and non-statutory professionals and organisations to support young people into Education, Employment and Training. To track and follow up client caseload and offer ongoing careers advice and guidance to enable young people to make effective transitions into adulthood. To support the Service to fulfil its statutory duties around September Guarantee Offers, Raising of the Participation Age and reducing NEET and Not Known young people.</i>
<b>ROLE REQUIREMENTS:</b>	
1.	Deliver all aspects of Careers Education, Information, Advice and Guidance (CEIAG) appropriate to client group and service.

2.	Interview clients and customers on a one-to-one basis in a range of settings and establishments including client home visits where necessary (clients include young offenders, LAC, clients with behaviour and substance misuse to prioritise relevant support).
3.	Deliver effective and impartial careers information advice and guidance through a range of media including face to face, e-guidance and telephone and to support young people to move into and remain in Education, Employment and Training.
4.	To contribute to ECHP assessments for young people requiring additional support in learning and produce enhanced careers action plan.
5.	Develop and deliver group work sessions.
6.	To advise, guide and support clients who are looking for employment, apprenticeship and training. To use a range of strategies and techniques to enable clients to develop their employability skills so they can compete in the job market and move into jobs and apprenticeships and remain in sustainable employment.
7.	Broker clients on to next step opportunities in education training and work.
8.	Advocate and refer clients to appropriate partner agencies as part of transition planning.
9.	Negotiate and deliver (including review and evaluation) Partnership Agreements with a range of schools, colleges and other organisations.
10.	To attend, advise and consult SEND borough panel meetings to support client transition.
11.	To deal with a range of complex/contentious matters including advocacy between clients and the school or other external agency.
12.	Promote and market the services available from the Careers Young Workpath and sell additional services to schools and other partners.

13.	Develop and deliver careers information, advice, guidance and education programmes with partner organisations to meet borough strategy.
14.	Assist with the development and delivery of training and development activities with partner organisations on careers related activities to meet the borough strategy.
15.	Record activities undertaken with clients and written outcomes accurately, meeting quality standards and within service timescales.
16.	Provide support/mentoring activities to peers.
17.	Attend events and activities associated with careers information, advice, education and guidance e.g. Careers Conventions/Job Fairs/Parents' Evenings.
18.	Work with parents/carers to assist them to support their child in transition and understand the range of options and opportunities available.
19.	Visit education training and employers' establishments to update knowledge on local, national, and labour market information plus take vacancies as appropriate.
20.	Update knowledge of legislation relating to training, education, training, recruitment and employment, particularly relating to Equality and Diversity and Health & Safety.
21.	Manage caseload effectively and undertake regular follow-up of clients in accordance with management information guidelines and take part in the annual activity survey, raising of the participation age, September guarantee returns and reduction of NEET and not known work.
22.	Work with colleagues and management to evaluate professional practice through self, peer and manager observation and feedback.
23.	To act as Duty Adviser at the Careers Centre acting as first point of call for issues that arise if no manager is on site.
24.	Carry out evaluation of service delivery and actively engage in obtaining feedback from service users. Analyse feedback from schools/college pupils and NEET young people to improve service delivery.

25.	Undertake personal and professional development activities to ensure commitment to Lifelong Learning and continuous improvement within the service.
26.	Implement Quality Assurance systems and contribute to continuous improvement, the maintenance of service standards and the achievement of targets.
27.	Promote equality of opportunity for all clients and employees of the service.
<b>CORPORATE RESPONSIBILITIES</b>	
28.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
29.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
30.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
31.	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.
32.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
<b>PEOPLE</b>	
33.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of the service.
34.	Work with managers and colleagues to develop clarity around expected outcomes and standards, with clear lines of accountability.
35.	To liaise with parents, schools, colleges and LBTH departments and a range of professionals across Children's Services and other internal departments and external organisations.

<b>FINANCE</b>	
36.	Support the council in generating income through active participation in a range of non-core projects and selling careers related services to schools/colleges and partners.
<b>SERVICE</b>	
37.	To produce careers action plans, enhanced careers action plans and professional reports for young people and to ensure they meet Service quality standards. To update client notes on IYSS meeting service quality standards and timescales.
38.	To meet interview assessment standards.
39.	To meet individual and service target as set out in 'my annual review'.
<b>PERFORMANCE</b>	
40.	To interview vulnerable pupils in schools/colleges during the academic year.
41.	To interview NEET young people including SEND, SEN and other vulnerable groups to support them to move into Employment, Education and Training.
42.	To follow up and track school/college caseloads and provide impartial careers advice and guidance to support young people to move into Employment, Education and Training.

#### **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.

<b>Knowledge</b>	<ol style="list-style-type: none"> <li>1. Careers information, advice and guidance theory and practice.</li> <li>2. Knowledge and experience of careers guidance delivery within a school/college setting.</li> <li>3. IAG type delivery and referral processes.</li> <li>4. Specialist knowledge of issues effecting education routes; and labour market careers and progression routes.</li> <li>5. Knowledge and understanding of the SEN Code of Practice and legislation pertaining to the transition of SEN young people.</li> <li>6. Knowledge of the Local Authority's statutory duties for the RPA and schools' statutory duty for IAG.</li> <li>7. Good understanding and knowledge of careers education policy and practice including the Gatsby benchmarks.</li> <li>8. Knowledge and understanding of cultural diversity in Tower Hamlets and its implications.</li> </ol>	E E E E E E E E	A, I A, I A, I A, I A, I A,I A,I A,I
<b>Qualifications and Experience</b>	<ol style="list-style-type: none"> <li>1. An approved professional careers related qualification, i.e. Qualification in Careers Guidance (QCG) or a level 6 Diploma in Careers Guidance &amp; Development, or the Diploma in Careers Guidance part 1 and 2, or NVQ level 4 Advice and Guidance/LDSS with three level 6 units (2,3 and 6) or a Masters Degree in Careers Guidance.</li> <li>2. Be prepared to work towards further professional qualification as required</li> <li>3. Experience of working within a Careers, IAG or related environment</li> </ol>	E E E	A, I A, I A, I
<b>SPECIAL CONDITIONS</b>	<ol style="list-style-type: none"> <li>1. Expected to attend meetings and carry out some duties at times other than normal office hours e.g. Attending Parents Evenings and Options Evening and Academic Progression events.</li> </ol>	E	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

<b>We work TOGETHER Across boundaries and with partners to achieve the best outcomes for Tower Hamlets</b>	<b>Developing networks</b> Build networks with key teams they work with to ensure they achieve best outcomes.	E	A.I
<b>We are OPEN and transparent</b>	<b>Being approachable</b> - Approachable and seeks regular internal and external feedback from people to improve how they and others do things.	E	A.I
<b>We are WILLING to challenge, innovate and be accountable</b>	<b>Being accountable</b> Takes accountability for delivering own work, setting challenging goals for self.	E	A.I
<b>We empower each other to be EXCELLENT and go the extra mile</b>	<b>Being empowered</b> Takes the initiative to improve outcome because they can explain the difference they have made.	E	A.I
<b>We RESPECT all communities, they are the heart of everything we do</b>	<b>Respecting diversity and being inclusive</b> Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service.	E	A.I