

Job Description

JOB TITLE:	Brokerage and Tracking Officer
GRADE:	Grade H
POST NUMBER:	H030099134
DIRECTORATE:	Children's Services Directorate
SERVICE:	Youth Services
RESPONSIBLE TO :	Team Leader Brokerage and Tracking
RESPONSIBLE FOR:	None
	<p>This post requires a DBS check:</p> <ul style="list-style-type: none"> • Enhanced with Barred list check (Both Adult and Child Workforce) <p>This post is not politically restricted</p> <p>This post does not attract essential / casual car user</p>
JOB SUMMARY:	<p>To achieve Careers Young WorkPath Service work plan objectives by providing a high-quality and impartial information, advice and guidance service to young people aged 13-19 (up to 25 with Special Educational Needs) who are at risk of becoming NEET, or who are not in education, employment or training (NEET) to support them into education, employment and training (EET).</p> <p>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 young people and offer ongoing advice and support to enable young people to make effective transition into adulthood. To report on activities to fulfil the council's statutory DfE reporting duties and non-statutory reporting duties.</p>
ROLE REQUIREMENTS:	
1.	<p>Carry out a range of information, advice and guidance interviews with young people including face-to-face, telephone, video, group sessions and outreach work with young people from a range of backgrounds to identify needs (by carrying out comprehensive diagnostic assessments) and provide ongoing support and advocacy to ensure effective transition into education, employment and training and personal development opportunities.</p>

2.	To achieve Careers Young WorkPath Service statutory duties in supporting vulnerable young people aged 13-19 (up to 25 with Special Educational Needs) who are at risk of becoming NEET, or who are not in education, employment, or training (NEET) by providing a high-quality and impartial information, advice, and guidance service as well as mentoring, coaching, and making submission (i.e., referrals or supporting with applications) to help secure suitable and sustainable EET placements.
3.	To advocate on behalf of young people where appropriate, who are experiencing difficulty in accessing education, employment and training by liaison with other agencies, e.g., Benefits Agency, Homeless Persons Unit, CAMHS/counselling services, Social Services, Youth Service, Youth Offending Service, Leaving Care Team and other specialist support services.
4.	To represent Careers Young WorkPath Service at the Social Inclusion Panel meetings and review caseloads with other professionals and attend other professional meeting as appropriate (e.g., Child in Need meetings, Team Around the Child meetings, Youth Offending meetings etc.) and to produce and submit timely case reports and act on delegated actions associated with multi-agency work to support and meet the councils' wider statutory duties.
5.	Work with young people to develop their employability skills: CV writing skills, job seeking skills, application writing skills, interview skills and work-related social skills through one-to-one interviews and group sessions using a variety of tools, methods and approaches.
6.	To support vulnerable young people in addressing barriers to learning and employment by making appropriate referrals to specialist services, e.g., CAMHS/counselling services, Homeless Persons Unit, Social Inclusion Panel, Drug and Alcohol misuse support services, sexual health services, Early Help Hub, Benefit Agency, mentoring services etc.
7.	To provide high-quality and impartial information, advice and guidance and support to young people aged 13-19 (up to 25 with Special Educational Needs) in schools and colleges at risk of NEET on apprenticeships, employment, education, and training as required.
8.	To work in collaboration with a wide range of professionals and partners and establish links, including with Social Inclusion Panel, Youth Offending Service, Through Care Service, Early Help Hub etc.

9.	Utilising the systems to produce statistical information and report meet M.I.S requirements by using a range of data programmes databases.
10.	To produce reports as required.
11.	To ensure IYSS database is updated accurately meeting service quality standards.
12.	Provide young people with information, advice and guidance in relation to: a. Jobs b. Traineeships and Apprenticeships c. Training d. Sixth Form Colleges, FE Colleges, School Sixth Form studies e. Personal Development Opportunities f. Higher Education g. Careers and Labour Market Information
13.	Market Careers Young WorkPath Services to education, employers, training providers and other opportunity providers, including attendance at events and routine visits. To promote mutual understanding of opportunities for young people. Participating in Job Fairs, Moving On Events and other events aimed at getting NEET young people into education, employment and training.
14.	Support the council in generating income through active participation in a range of non-core projects, including supporting bought-in careers guidance in schools.
15.	Undertake a range of administrative tasks including timely and accurate follow-up, statutory tracking, collation and recording of data for Intended Destination, September Guarantee and Activity Surveys and to support the wider team when required in achieving Careers Young WorkPath Services work plan objectives.
16.	Develop and deliver group work sessions.
17.	To inform, advise and guide parents/carers on options and opportunities available to young people and signposting on to appropriate professionals or agencies.
18.	To support and mentor new colleagues.
19.	Carry out reception duties as required.
CORPORATE	

RESPONSIBILITIES	
20.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
21.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
22.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
23.	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.
24.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
25.	Adherence to the council's commitment to the health, safety and welfare at work policy.
PEOPLE	
26.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of the service.
27.	Work with managers and colleagues to develop clarity around expected outcomes and standards, with clear lines of accountability.
28.	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.
SERVICE	
29.	To provide high-quality and impartial information, advice and guidance and support to young people aged 13-19 (up to 25 with Special Educational Needs) in schools and colleges at risk of NEET on apprenticeships, employment, education and training as required.
30.	To work in collaboration with a wide range of professionals and partners and establish links, including with Social Inclusion Panel, Youth Offending Service, Through Care Service, Early Help Hub etc.

31.	To meet interview assessment standards.
32.	To meet individual and service target as set out in 'my annual review'.
PERFORMANCE	
33.	To interview NEET young people including SEND, SEN and other vulnerable groups to support them to move into Employment, Education and Training.
34.	To advocate on behalf of young people where appropriate, who are experiencing difficulty in accessing education, employment and training by liaison with other agencies, e.g. Benefits Agency, Homeless Persons Unit, CAMHS / counselling services, Social Services, Youth Service, Youth Offending Service, Leaving Care Team and other specialist support services.
35.	To follow up and track school/college caseloads and provide impartial information 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.

	<p>5. Ability to complete an approved professional career related qualification i.e. LDSS NVQ4, Qualification in Careers Guidance / NVQ level 4 from a relevant awarding body with relevant units.</p> <p>6. Be prepared to work towards further professional qualification as required.</p>	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	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Build networks with key teams they work with, to ensure they achieve the best outcomes.	E	A, I
We are OPEN and transparent	Uses effective listening and questioning techniques to understand the needs of others and act accordingly.	E	A, I
We are WILLING to challenge, innovate and be accountable	Seeks to learn from, both failures and successes, to improve how they do things where required.	E	A, I
We empower each other to be	Takes the initiative to improve outcomes because	E	A, I

EXCELLENT and go the extra mile	they can explain the difference they have made.		
We RESPECT all communities; they are the heart of everything we do	Open minded and appreciates alternative cultural perspectives, taking it into account when delivering service.	E	A, I
Additional Requirements	1. Expected to attend meetings and carry out some duties at times other than normal office hours e.g. Parents / Careers Evenings, Options Evenings, Tracking Evenings, Careers Network meetings.	E	A, I
	2. To comply with the requirement to carry out a DBS check on this role.	E	A, I

Health and Safety responsibilities for:

Health and safety responsibilities include:

- always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.