

ROLE PROFILE: Career Adviser



Service: Careers Guidance Support Services

Pay Level: 5

Hours: 36

Reporting to: Team Manager CGSS

Term: Permanent

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 200 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We value each employee's unique strengths and believe our success relies on more than just job roles. We have a great benefits' package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

ROLE REQUIREMENTS

YOU HAVE:

Assessed at application only

One of the following:

- The Qualification in Career Guidance or Diploma in Careers Guidance; or
QCF Level 6 Diploma in Career Guidance and Development;
- Experience of providing guidance services in more than one setting and to different client groups
- Experience of planning, monitoring and evaluating work to meet objectives

Assessed at application and interview

- Experience of working with a range of different agencies and opportunity providers
- Experience of using information technology for a range of different purposes

YOUR STRENGTHS ARE:

Assessed at application only

- Understanding of how clients develop and an ability to assess, plan and review their needs
- Proven experience of developing productive and effective relationships with clients, both individually and in group settings
- Ability to meet exacting external qualitative and quantitative targets
- Demonstrate a commitment to Continuous Professional Development
- Have access to a car for work purposes

Assessed at application and interview

- Ability to communicate effectively to develop and maintain constructive relationships with professionals from other agencies and share information appropriately
- Skills and ability to work as part of a team
- Ability to manage conflicting priorities and one's own time with a minimum of supervision

Assessed at interview only

- Motivated to work towards creating a safe, open and trusting environment
- Awareness of Safeguarding issues and the boundaries of professional relationships
- Be prepared to work flexibly to meet the needs of clients and the organisation

MAIN PRIORITIES

- The main focus of this post is to provide a range of career guidance and support services for adults or young people. This could mean: people who are in schools or colleges; or people who are in employment, training or not employed. The services provided would include providing: general information, advice and guidance on personal, educational and vocational issues; liaison with other relevant services and learning providers; support in managing transitions; and specialist support for those with substantial and multiple problems.

KEY DUTIES

- To carry a caseload of clients to provide a range of tailored guidance, support and advocacy services, producing individual action or development plans where appropriate.
- To effectively manage this caseload to meet current organisational objectives and qualitative and quantitative targets set by funding bodies, including: reducing NEET; increasing participation in learning; and obtaining sustainable employment.
- To undertake an integrated assessment, planning and review approach with clients and where necessary arrange for more specialist support.
- To work effectively with a range of agencies who provide support for clients, ensuring that the support afforded is: co-ordinated; tailored to the individual's needs and is readily available.
- To support learning in the development of: the provision of careers and labour market information; personal, social, health and careers education programmes; and other support mechanisms for clients.
- To support Trainee Career Advisers in their work, where relevant.
- To maintain accurate and contemporaneous records in line with the Positive Steps Information Security Management Policy.
- To demonstrate responsibility and leadership for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work.
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Health and Safety Policy.
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Safeguarding Policy and Procedure.
- To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager.

ADDITIONAL REQUIREMENTS

HEALTH AND SAFETY

To operate safely within the workplace with regard to Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and the Health and Safety of others.

EQUALITIES & DIVERSITY

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

CUSTOMER CARE

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

TRAINING AND DEVELOPMENT

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and the Aspire Process. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

POLICY

To work at all times within the established policies and practices of Positive Steps.

INFORMATION GOVERNANCE

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Date prepared/revised: May 2019

Prepared/revised by: PA