

Impact Housing Role Profile

JOB TITLE: Salterbeck Resident Opportunities Advisor

SCALE: Spot Point - £10.00 per hour

TEAM: Neighbourhood Team, in partnership with All Together Cumbria

LOCATION: Salterbeck, Workington

REPORTS TO: Neighbourhood Officer, Salterbeck

DATE: March 2021

Job Purpose

The purpose of the Resident Opportunities Advisor (Salterbeck) is to encourage and support Salterbeck residents to access employment opportunities or training to enhance their employability skills.

The post holder will be a local person who will work within the community to raise awareness of opportunities and sign post those in need of assistance to relevant organisations who can deliver advice and support.

The postholder will focus on sections of the community furthest away from the job market and work with them to improve their wellbeing and build their confidence to seek opportunities.

Valued Behaviours

The Valued Behaviours for all staff throughout Impact Housing are attached.

Key Responsibilities

1. To connect individuals in the neighbourhood to the employment support and employment opportunities in the local area.
2. To enable individuals to access appropriate support to improve their skills and job prospects by encouraging them to identify their strengths and goals and by signposting them to All Together Cumbria's Community and Industry Skills Advisor so that they can determine a pathway to move them further into employment.
3. To promote self-care, self-management and behaviour change.
4. To listen to neighbours and other residents, to work out what they care about and what motivates them to take action.
5. To support community events and outreach activities.
6. To use social and media channels to engage communities in new ways of job searching.

7. To support people to give constructive feedback to employability service providers.
8. To support the collection of evidence to measure the impact of the service in line with key performance indicators.
9. To take responsibility for personal administration tasks.

General

10. To ensure internal business processes are followed in line with IH's policies, procedures and statutory requirements.
11. To ensure that all data protection requirements are met in accordance with IH's policies, procedures and statutory requirements.
12. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.
13. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
14. To be aware of and cooperate with all health & safety requirements that are relevant to your work and that are set out in Impact's Health & Safety policies and arrangements; in particular to co-operate with your manager by working in accordance with the relevant risk assessments and using the necessary control measures.
15. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service.
16. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
17. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

PERSON SPECIFICATION FOR SALTERBECK RESIDENTS OPPORTUNITIES ADVISOR

| REQUIREMENTS | ESSENTIAL DESIRABLE | METHOD OF IDENTIFICATION |
|--|---|--|
| <p>Practical & Intellectual Skills</p> <ul style="list-style-type: none"> • Good communication skills with a range of different people and in different settings • Able to encourage and support people to reflect on behaviours and take positive action towards change • Good IT skills • Understanding of the use of Social Media in communication • Understands employment and upskilling issues and can tell people about services that will help them • A good attention to detail ability to deliver excellent performance • Well organised with efficient time management skills | <p>Essential</p> <p>Essential</p> <p>Essential Desirable Desirable</p> <p>Essential Essential</p> | <p>CV, Expression of Interest, Interview</p> |
| <p>Experience & Knowledge</p> <ul style="list-style-type: none"> • A knowledge of local employability support and other voluntary and community groups in the local area • An understanding of the employment issues faced by local residents • An awareness of Health and Safety and GDPR • Experience of working with volunteers and employability provision providers • Experience of supporting outreach and engagement activities in communities | <p>Desirable</p> <p>Desirable Desirable Desirable</p> <p>Desirable</p> | <p>CV, Expression of Interest, Interview</p> |
| <p>Education/Qualifications</p> <ul style="list-style-type: none"> • A good standard of education including literacy and numeracy • A basic level IT literacy including word, excel and social media | <p>Essential Essential</p> | <p>CV, Expression of Interest, Interview</p> |

| REQUIREMENTS | ESSENTIAL DESIRABLE | METHOD OF IDENTIFICATION |
|--|--|--|
| <p>Other</p> <ul style="list-style-type: none"> • Ability to work flexible hours, to meet the requirements of the role • Willingness and ability to undertake occasional travel • A commitment to equality, inclusion and positively promoting diversity • A commitment to continued personal training and development. | <p>Essential Essential Essential Essential</p> | <p>CV, Expression of Interest, Interview</p> |