1 Training & Employment Support Worker

Reference EC-111777

Community Support Services

Colchester

Hours 37

Salary £13,188 to £15,726

We are looking to recruit a confident & enthusiastic individual for the posts of Training & Employment Support Worker at ECL Supported Employment Service, Colchester. ECL Supported Employment Service provide support to people with a learning disability to gain & maintain paid employment.

This role is to provide job coaching support to enable individuals to become accustomed to their new role and settle into the workplace as well as monitoring & supporting in order to maintain their employment. Experience of working with people with disabilities is desirable.

Although the posts will be based at ECL Supported Employment Service, Colchester. We require flexibility to provide cover in other supported employment and training cooperatives within the locality in order to meet service requirements. Successful candidates must obtain a satisfactory Enhanced Criminal Records Disclosure Certificate.

The duties of this job require the postholder to travel throughout an operational area, therefore a valid driving licence and use of a car is required, unless the role can be undertaken effectively by other alternative transport arrangements. For applicants with a disability as defined by the Disability Discrimination Act, the scope for reasonable adjustments will be explored with them as part of the selection process.

For informal enquirers, please contact Debbie Edgell on 07747 486289
For an application pack please call Nora Hills on 01245 343066

Closing Date 20.05.13
Job Title: Training and Employment Support Worker

Job Grade: Band 2

Service: Work Based Training and Social Enterprise

Accountable To: Senior Training and Employment Support Worker.

The Role:
Based within the Work Based Training and Social Enterprise service, the Training and Employment Support Worker enables vulnerable adults to gain, maintain and improve vocational skills in a range of working environments, including internal & external training opportunities in order to prepare for the world of employment.

You should be friendly, approachable, supportive and adaptable to change, with the ability to support the implementation of the national drivers.

You will ensure the service is individualised and responsive to customer needs and agreed outcomes. You will seek feedback in order to continually improve and develop services to enable Essex Cares to maintain its status as the provider of choice.

Job Purpose

- To support vulnerable adults in achieving their identified vocational outcomes.
- To ensure customers have choice and control over the services they receive.
- To provide support to customers through training, voluntary or paid employment in order to enhance their quality of life.
- To work in an enabling way, promoting and encouraging independence.
- To work within a variety of skilled settings including catering, on demand cooking, hospitality, horticulture, supported employment, voluntary placements, printing, packaging, customer service and administration (this is not an exhaustive list).

Key Accountabilities

1. To act as a keyworker to individual customers, supporting their identified needs and contribute to effective planning and review.
2. To develop and maintain good communication with customers, families and carers.

3. To maintain links with colleagues and other professionals e.g. Schools, Colleges, Employers, GP’s, District Nurses, Community Psychiatric Nurses, Social Workers, Transport Providers.

4. To support customers in achieving their desired outcomes by working alongside the individual, breaking down tasks and job coaching. Providing practical support in a way that promotes customers to develop and retain skills.

5. To ensure that customers’ dignity is upheld and maintained at all times.

6. To record customer progress against their individual action plan and daily log in order to participate in the customer review.

7. To ensure customers have choice and control over the service they receive at all times.

8. To regularly maintain and update records, including recording daily progress, action plans, achievements and significant occurrences clearly and appropriately.

9. To support new and improved ways of marketing and delivering Essex Cares Services to customers.

10. To provide regular feedback to Senior Training and Employment Support Worker on customer progress and service provision.

11. To alert management immediately to any incident or development that could have a significant effect on a customer or group of customers.

12. To have a clear understanding of good professional boundaries and to demonstrate this understanding through safe working practices.

13. To support outcome based performance targets as determined by the service.

14. To work responsibly within Essex Cares policies, procedures and guidelines, and to maintain confidentiality at all times.

15. To work with customers in different settings including internal and external training and employment opportunities.

16. To participate in staff meetings, supervisions and My Performance reviews to deliver a professional service and contribute to your continuing development.

17. To undertake all mandatory training and any that the service deems relevant to your role.

18. To provide operational cover including other Essex Cares services when required, undertaking any other duties that may reasonably fall within the scope of the position.
19. To travel as the needs of the service requires throughout the county of Essex.

**Knowledge, Skills and Experience**

- NVQ Level 2 qualifications in care or a relevant field
- A willingness to work towards City and Guilds 6302 PTLLS
- IT skills for email, document writing and record keeping.
- Able to work on own initiative and within professional boundaries
- To work with customers with minimum supervision.
- Good communication skills, written and verbal.
- Committed to self-development and learning.
- Can demonstrate a commitment to a modern approach in the way services to vulnerable people are delivered.
- Experience of working in an environment that supports people to achieve outcomes.
- To have an awareness of the needs of customers and the challenges they commonly face.
- Good team worker with the ability to work positively with colleagues.
- Can demonstrate a willingness to work flexibly and within a rapidly changing work environment.
- Hold a full UK driving licence and have access to car to use for work, or access to a car and driver.

**Essex Cares Values and Behaviours – Aspire**

| Adaptable and progressive | • we look forward to trying different ways to support to the people who use our services  
|                          | • we are open and accepting to new ideas and ways of working  
|                          | • we constantly monitor our service to ensure that it is effective, value for money and accessible  
|                          | • we regularly collect customer feedback to enable us to structure our services into an organisation that people will trust and recommend  
| Supportive and encouraging | • we try hard to smile rather than frown and we try to share that smile with others whenever we can  
|                          | • we are positive and open minded, seeking opportunities to praise and reward  
|                          | • we are good at listening and responding positively to each other |
and when working with the people who use our services
- we try to be cheerful
- we do our best to support each other at work and respect our fellow workers
- we are good at working together and offer our help to others whenever we can
- we try hard not to criticise each other and treat everyone we come into contact with in the same way as we would like to be treated

**Proud, to help SU and to represent Essex Cares**
- we work hard to do our best for the people who use our services and make a difference to their lives
- we want to become known as the provider of choice in the county and we know how each of us can contribute to this ambition
- we recognise that all of us have a part to play in making Essex Cares the provider of choice
- we always work to the best of our ability and try hard to make a difference to the lives of the people who use our services
- we work together to support the Essex Cares business ethos
- we have people at the heart of everything we do
- we celebrate the diversity of the people who use our services and recognise their contribution to enriching our working lives

**Integrity**
- we are honest and truthful in all our interactions with the people who use our services, colleagues and fellow workers
- we work together and treat each with respect
- we try hard not to let our service users and fellow workers down
- we work hard and spend our work time productively
- we do what we say we will do
- we strive to ensure that everything we do is delivered at the same standard to achieve a quality service

**Responsive**
- we respond quickly to our service user needs and deliver people centred services
- we work within professional boundaries to provide appropriate responses and build effective partnerships with the people who use our services

**Empathetic and compassionate**
- we are genuinely concerned about the people who use our services, understand their needs and aspirations and work in partnership with them to achieve their personal objectives
- we develop our skills to be able to understand the needs of our fellow workers to enable us to display support and assistance and know when this is required
- we support people and show them understanding

Essex Cares is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.