**JOB DESCRIPTION**

**Children and Young People’s Services**

# Job Description

# POST TITLE: Education and Employment Mentor

1. **POST NUMBER**
2. **GRADE:** Grade 5 *JE No.* N10424
3. **LOCATION:** You will be based at Crook Offices. However, you may be required to work at any Durham County Council work place. Your work will involve visits to employers and community learning providers in County Durham
4. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** This post is subject to Enhanced Disclosure.

1. **ORGANISATIONAL RELATIONSHIPS**

The post holder will be accountable to the SEND Programme Lead or the nominee within Children and Young People’s Service.

To build upon the work to date and best practice of the Supported Employment Programme in tackling employability issues for young people in County Durham through an integrated approach and preparing for adulthood model of delivery.

1. **DESCRIPTION OF ROLE:**

It will be essential for the post holder to establish strong networks and working relationships with internal and external employers within County Durham, this also includes working very closely with parent/carers and other partner organisations. This individual will be required to work with a caseload of learners with SEND aged between 16 and 25 years old.

The Education and Employment Mentor will work closely with the SEND Supported Employment Officer to arrange training, work experience and work placement as part of an individualised supported employment programme. Develop close working relationships with ALSS Employer Engagement Officer and apprenticeship team, Progression and Learning team and SEND, LA, and Vulnerable Groups team to support transition/ collaborative working. Links with the ALSS Engagement team and curriculum teams, in particular English and Maths and learning support will be key.

1. **WORK ARRANGEMENTS**

To provide a co-ordinated programme which emphasises journeys into pathways to employment and is informed by community needs.

To identify growth sectors and work with local employers to provide a mentoring support service to enable learners to access opportunities and build the skills that lead to sustainable employment that is right for them.

To provide effective Information, Advice and Guidance and aftercare service to learners on a one to one basis that provides the support needed to remove difficulties and barriers to sustained employment

To add value by developing networks with those involved in other learner and employer engagement activities to support collaborative working and avoid duplication.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**
2. To engage, build and maintain effective relationships with learners and provide effective Information, Advice and Guidance aftercare service on a one to one basis.
3. To assess learners’ employment and skills needs to help them meet and progress their current and future career aspirations.
4. To develop individual action plans and mentor, support and encourage learners to achieve their goals and overcome any barriers to success.
5. Negotiate and refer learners to support services as needed to enable successful progression.
6. To support the learner’s continued personal and skills development, through working with employers to address any training or development needs and accessing mainstream resources and any other appropriate service available.
7. To support in the co-ordination and delivery of initiatives within the key local sectors likely to create job opportunities and build on existing initiatives
8. To support individuals to move into employment and businesses to provide employment opportunities by removing barriers.
9. To support the SEND Supported Employment Officer in the coordination of the supported internship programme ensuring targets and outcomes are met
10. To maintain an up to date knowledge of the skills support services
11. To work collaboratively with other partners to help ensure best possible outcomes for each learner and employer and avoid duplication of service.
12. Work with other staff teams and colleagues to develop good practice work and skills materials to support the learner and employer achieve mutual expectations.
13. Be responsible for own administration and record keeping, capture this information in appropriate paper and electronic based systems as required, and assist in the collection and interpretation of monitoring information, including customer and stakeholder feedback, in accordance with the funders requirements.
14. Any other duties appropriate for the successful operation of the project.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**10. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All employees will receive appraisals and it is the responsibility of each employee to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all employees to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All employees are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work unless it is permitted for the purposes of their role, they have explicit consent from the person concerned or exceptions governed by legislation.

All employees must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Level 2 qualification in relevant field e.g. Supported Employment Related Services. | * Recognised teaching / training qualification in Youth Work. * Information, Advice and Guidance qualification | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Experience in employer engagement * Experience of arranging work experience placements, particular for learners with SEND. * Experience of providing information and advice to young people. | * Experience of updating and maintaining databases. * RARPAP experience * Experience of working with employers, schools, colleges and other education and training providers | Application form  Selection Process  Pre-employment checks |
| **Skills/Knowledge** | * Understanding of issues / potential barriers relating to young people and their progression into employment. * Knowledge of disability and employment issues. * Ability to communicate effectively with a range of individuals, including employers and colleagues in the Local Authority. * A person-centred, empathetic and non-judgemental approach to working with young people. * Ability to use ICT including Outlook and Microsoft Office. * Strong clear communication and interpersonal skills. * Good written skills and an ability to produce clear and understandable reports. * Excellent organisational skills. * Ability to prioritise and manage own workload. * Effective negotiation skills. * Effective marketing skills. | * Knowledge of supported employment techniques such as vocational profiling, job matching and systematic instruction. * Knowledge of the implementation of reasonable adjustments and Disability Confident. | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Confident approach. * High level of professionalism. * High aspirations for young people * Personal resilience. * Ability to motivate self and others. * Adaptability, flexibility and capacity to work effectively under pressure and to tight deadlines. * Ability to use tact and diplomacy. * Ability to work as part of a team making active contributions to support its success. * Willingness to undertake ongoing workforce development. * Commitment to Equal Opportunities. |  | Application form  Selection Process  Pre-employment checks |
| **Other qualities** | * Able to meet the transport requirements of the post; access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance). |  | Application form  Selection Process  Pre-employment checks |