

JOB DESCRIPTION

Job Title: Employment Engagement Worker: (Roll On Monday)

Directorate: South and East London and South England

Location: Rushworth Street (main base)

Reporting to: Work and Learning manager

Responsible for: Volunteers

PURPOSE OF THE JOB

Managing St Mungo's Roll On Monday work placement programme with a focus on delivering coaching and support in areas of employability to St Mungo's clients. This role will involve managing relationships with the legal firms that offer placements, moving clients into secure employment and meeting the outcomes of the Roll On Monday programme.

KEY RESPONSIBILITIES

1. Deliver an effective programme of employability coaching and support to St Mungo's clients on the Roll On Monday programme
2. Build, retain and increase successful relationships with companies in identified regions where we have St Mungo's projects – initially London and Bristol
3. Work with the corporate fundraising team to develop other employer relationships to enable long term job opportunities for clients
4. Manage a growing pool of clients close to or ready for employment who are able to be put forward for the Roll On Monday work placement programme
5. Have a clear process of support and feedback for clients wanting to access the work placement scheme
6. Manage employer-led mentoring and employment related workshops for clients
7. Regularly provide clear reports on the Roll On Monday programme outcomes
8. Develop excellent relationships with internal and external stakeholders
9. Strong promotion of the project so the work placement opportunities reach the maximum amount of clients
10. Meeting the agreed outcomes of the Roll On Monday programme
11. Provide 'in-work' support to successful candidates, both during work placements and after completion
12. Oversee and maximise the 'in-work' budget
13. Work with and support volunteers – corporate and client volunteers - to deliver the service

Employer Engagement

- Work in partnership with the corporate partnerships team to recruit new corporates that can offer job opportunities Attend introductory meetings with firms, alongside the fundraising and corporate partnerships team
- Act as the lead contact for the 'recruiter' at all participating firms, liaising directly over the recruitment process and the duration of the work placement
- Provide employers with clear information about St Mungo's and their clients
- Respond to employers and provide support relating to operational placements
- Liaise with employers to get their feedback of the work placement scheme

Service Delivery

- Identifying and preparing suitable candidates
- Providing in-work support to successful candidates
- Conducting start and end of placement interviews with candidates
- Developing opportunities for training before and during the placement; supporting candidates with personal banking and budgeting advice; and co-ordinating access to free, work-appropriate clothing
- Developing relationships with homeless partner agencies
- Promoting the work placements scheme within St Mungo's to ensure a ready client base
- Share project learning across the organisation.

Administrative and Financial duties

- Maintaining systems for accurate recording and collation of the work placement schemes outcomes
- Maintaining systems for the effective recording, collation and circulation of information relating to the broader team, including client profiles and take-up of services.
- Briefing and updating the line manager, team members, keyworker and other key personnel on client/project progress.
- Taking responsibility for own administration, using appropriate IT systems.
- Ensuring all procedures are properly adhered to, particularly with regard to financial matters such as petty cash, ordering and purchasing.
- Oversee newsletter, articles for external and internal audience as well as contributing to other communication and promotional materials.
- Oversee relevant budgets, with key attention to client related costs, ensuring procedures are in place and are distributed fairly.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Employment Engagement Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Experience of working with homeless people who have experienced a significant period away from the job market in an employment/training capacity
2. Experience of working with employers/corporates to create opportunities for vulnerable people
3. Experience of getting feedback from stakeholders, such as clients, other agencies, internal teams.
4. Experience of working with and supporting volunteers

Skills, Knowledge and Abilities

5. Strong communication and interpersonal skills
6. Ability to develop relationships with internal and external partners to provide a high quality service
7. Knowledge of the barriers/challenges faced by homeless clients in getting back into and keeping work, with the ability to critically challenge and discuss alternative coping strategies with each individual.
8. Able to promote projects and services to clients and services.
9. Knowledge of welfare benefits and current reform and how this impacts on clients moving back into employment
10. Facilitation, group work, training and presentation skills
11. Data collation and report writing skills
12. Able to assist with and contribute to the effective management of expenditure relating to clients.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work hours outside of normal office hours and some evening work is expected (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

<p>Client/Customer Centred</p>	<ul style="list-style-type: none"> • Focused first and foremost on the views and needs of clients and external and internal customers • Responds as speedily as possible to client/customer requests and promised actions • Treats all clients/customers as individuals and takes a flexible and personalised approach to meeting their needs • Holds and promotes a consistently caring and nurturing attitude • Appropriately challenges, to inspire and empower • Continuously seeks new and better approaches to providing high quality services • Finds new and creative ways of demonstrating and communicating impact and outcomes.
<p>Leadership</p>	<p><i>For all staff</i></p> <ul style="list-style-type: none"> • Motivational, positive and inspiring • Visible and accessible • Demonstrates active listening to ideas and issues raised by others and consistently responds to these • Able to lead and engage people to have a vision and to achieve goals • Demonstrates honesty, integrity and fairness and in all conduct • Recognises and values achievements and the contributions of others • Thinks strategically: all plans and activities are informed by a clear grasp of the bigger picture • Makes prompt, clear decisions based on due consideration of risks • Commitment to St Mungo's Broadway's values underpins all actions and decisions <p><i>Additionally for managers</i></p> <ul style="list-style-type: none"> • Translates strategic aims into practical and achievable plans • Identifies appropriate measures to evaluate the effectiveness of strategies and plans • Able to maintain engagement and commitment when leading change by identifying and implementing appropriate plans for communication and involvement
<p>Managing People (for line managers of staff or volunteers)</p>	<ul style="list-style-type: none"> • Recruits staff/volunteers of a high calibre • Delegates work appropriately • Takes final responsibility for the work of their team. Prepared to take a little more than their share of the blame and a little less than their share of the credit • Manages staff performance and development effectively: <ul style="list-style-type: none"> ○ Agrees clear, consistent and measurable goals, objectives and standards with individuals ○ Give regular formal and informal evidence-based feedback on performance ○ Carry out staff performance appraisals on time and to a high standard ○ Use regular structured supervision sessions to track progress against performance and development objectives ○ Actively support staff in identifying and planning to meet their development needs ○ Provides regular and effective coaching ○ Identifies problems early and takes appropriate action.
<p>Working Together (with colleagues, clients and external contacts)</p>	<ul style="list-style-type: none"> • Able to develop and sustain effective collaborative working relationships with others inside and outside of St Mungo's • Recognises personal responsibility in supporting others • Listens to and consults others

	<ul style="list-style-type: none"> • Maintains a positive outlook at work • Demonstrates awareness of own strengths and weaknesses • Responds positively to feedback and learns from it • Adapts interpersonal style to suit different people and situations • Shows respect and sensitivity towards cultural and religious differences and actively promotes diversity, equality and inclusion • Brings disagreement into the open for discussion when appropriate. • Is assertive without being aggressive. • Manages conflict proactively and effectively • Keeps emotions under control during difficult situations • Relates well to people at all levels and makes an excellent personal impression on others • Contributes regularly and effectively at meetings, remaining focused on the pertinent issues. • Effective at networking internally and externally for the benefit of the organisation and clients • Seeks to break down silos and promote cross-team collaboration
Communication and Influencing	<ul style="list-style-type: none"> • Speaks clearly, fluently and credibly • Expresses opinions, information and key points of an argument clearly • Makes presentations and undertakes public speaking with skill and confidence (where relevant to role) • Written work is clear, concise, and correct (spelling and grammar) • Structures written and oral communications to meet the needs and understanding of the intended audience • Adapts influencing style and techniques for different people and situations
Personal Effectiveness and Adaptability	<ul style="list-style-type: none"> • Possesses sound analytical reasoning skills (including verbal and numerical reasoning) to the level required for the role. • Earns credibility through depth of knowledge/experience • Is able to translate knowledge/experience into clear practical advice to others • Continuously seeks appropriate learning activities to develop own knowledge and competences • Takes on challenging tasks willingly and with a 'can do' attitude • Is solution and not problem-focused. • Works in a systematic, methodical and orderly way • Consistently achieves deadlines and project goals • Adapts quickly and flexibly to new ideas, demands and changes • Shows resilience and reliability under pressure.
Creativity and Future Focus	<ul style="list-style-type: none"> • Is aware of the need to work in a competitive, innovative and cost-effective way • Produces new ideas, approaches and insights • Appropriately challenges assumptions and the status quo, and is able to think laterally • Produces workable solutions to a range of problems • Proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues • Identifies and proactively pursues new business and partnership opportunities for St Mungo's • Demonstrates financial awareness and suggests ideas for more efficient use of resources