

JOB DESCRIPTION

JOB TITLE: IAG Adviser

JOB HOLDER: TBC

REPORTS TO: Careers Lead

DATE: 20th January 2020

1. JOB PURPOSE:

As a qualified Information, Advice and Guidance Adviser you will deliver IAG support to enable residents to enter learning or employment. You will assess each participants' individual needs and circumstances and develop personal action plans/personal learning plans, providing them with well-informed information, advice & guidance around training, work choices and options, taking into account local labour market information. Working with other services will be key in breaking down barriers to work.

This role may be static (based in a prison or Develop centre) or may require travel to various HMP sites.

2. RESPONSIBILITIES:

Main Duties and Responsibilities

- Maximise opportunities for the effective delivery of IAG by working effectively and proactively with other Develop staff, prison staff, commissioned organisations, employers and other external organisations.
- To provide impartial, appropriate and well informed careers advice and guidance to customers on a 1:1 face to face basis and in group sessions.
- To produce individual action plans/personal learning plans for customers and to complete and maintain in a timely, accurate and secure manner all necessary records and forms, both hard copy and IT based.
- To ensure all individuals complete customer evaluation forms, and they meet either our internal customer satisfaction or funder targets (as outlined either in our IAG handbook or in specific project documentation).
- To prepare and deliver workshops to residents (e.g. about LMI/ CV's/ Interview Skills) as required by the Careers Lead/ Heads of Centre/Project Manager or where relevant, external agencies.

- To organise and participate in employer-led events/ careers/jobs fairs/resettlement events and marketing events to reach additional residents.
- To ensure that advice given supports Equality and Diversity and complies with all relevant policies, legislation and quality standards (e.g. matrix, Career Mark and HMIP/ Ofsted's common inspection framework).
- To research information, advice and guidance resources and materials appropriate to customers' needs and to keep up-to-date on learning and work opportunities and trends, legislative changes and funding opportunities affecting career choice.
- To support colleagues to ensure all learner document administration is timely and meets funder requirements.
- To ensure action plans meet Develop quality requirements and are processed meeting Develops quality internal processes including our action plan moderation process.
- Report to the Careers Lead/Head of Centre/Project Manager and liaise with other staff to identify suitable partners and staff for delivery. Monitor quality through observation and training. Ensure that new and existing partners, tutors, pastoral care workers and other advisers are supported effectively and are fully aware of the needs of the learners.
- Carry out duties at all times in accordance with Develop's Equal Opportunities, Health and Safety and Risk Assessment policies and procedures.

General:

- Any other duties commensurate with the post across Develop.
- Abide by Staff Behaviour Code of Conduct Policy
- To comply with Company procedures
- To keep an electronic diary constantly updated checking with line manager before making any appointments not connected to work
- To keep an accurate and up to date record of all staff training undertaken
- To attend and participate in team meetings as requested by CEO
- To respect the clients and learners needs
- To respect confidentiality of staff and learners
- To carry identification badge when on Company business
- To present oneself in a professional manner while working as a representative of Develop
- To complete the travel form as required on a monthly basis
- To participate in all inspections as required
- To maintain CPD by attending training, reading and other relevant activities
- To take every opportunity to promote Develop's services to potential customers

Security:

All employees – as well as the Company – have responsibility for maintaining security when working in custody. All Develop staff will be issued, at induction, Develop's security awareness guide and list of prohibited items (although you may be cleared to use your laptop and/or a USB key – please ensure you adhere to equipment vetting processes and check with Develop's Lead IAG and HMP before you take either of these items in). You will also be expected to undertake periodic training to support your work in custody, which may include de-escalation/conflict management and disclosure training.

All staff will undertake National Security Vetting prior to working in a custodial setting. Once vetting has been completed, should you be working in custody regularly, you will be issued with HMP ID and will undertake key training and will be issued with keys. You will also be issued with a radio for security, and in some prisons a body camera (should this be the case you will also undertake FMI training). On commencement of your role, you will be provided with a Justice email address and system login. Once you receive your system login, you must read all the relevant prison policies (currently stored on NOMIS) including the Local Security Strategy and Staff and Visitor searching policy. You will also be provided with a telephone code, which you can use to make external calls from HMP telephones.

On a day to day basis, you will be cleared to work alone with prisoners without direct supervision, although alarm bells are in every location and an officer (s) will be patrolling in their area of work. When working with resident personal data, you will be expected to adhere to GDPR and also the Data Sharing protocol when sharing resident information both internally and with external agencies, including National Careers Service (community provision).

Any concerns or incidents should be logged onto the HMP internal reporting (IR) system and reported to either the Duty Officer or the Learning and Skills Manager, in the first instance, and then Develop's Lead IAG, to ensure internal risk assessments are reviewed and updated.

Data Protection:

All employees – as well as the Company – have responsibilities for Data Protection under current legislation. Heads of Centre's and Project Managers have responsibility for the type of personal information they collect and how they use it. It is every employee's responsibility to ensure that they comply with the organisations Data Protection Policy and any relevant procedures for requesting, processing or sharing personal information. No-one at any level should disclose or share personal information outside the organisation's policy and procedures, or use personal information held on others for their own purposes. Anyone disclosing personal information without the authority of the organisation may be committing a criminal offence, unless there is some other legal justification, for example under 'safeguarding' or 'whistle-blowing' legislation.

Safeguarding

All employees (and volunteers) are required to uphold the values of Develop with its promotion of being an inclusive and safe employer, both for staff and it's learners. In order to achieve this you shall commit to attend / participate in specific training to maintain and upskill your knowledge in these critical areas that will enable both

yourself as an employee, and Develop to comply with its legal and moral responsibilities.

All employees must report any matters, using the correct procedures, relating to these areas to ensure we continue to drive forward the safety and wellbeing of all our staff and learners.

Due to the nature of the work that you are undertaking, you may be offered additional support through the safeguarding team, including clinical supervision. Please speak to your line manager to discuss this further.

Health and Safety

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work.

You must co-operate with your employer and co-workers to help everyone meet their legal requirements.

You are responsible for following health and safety requirements in line with the Company policy.

Inclusion

All employees including volunteers are required to uphold and express the values of Develop during the course of their work with staff, learners and customers.

Develop is an inclusive employer promoting a positive culture for inclusion in all that we do. Fair practice should be observed at all times and you should participate in specific equality and diversity training and any other inclusion training that would up skill you for your role so that Develop complies with legal and moral responsibilities.

Person Specification

	Essential	Desirable
1. Qualifications	<p>Level 6 Diploma in Career Guidance and Development (or equivalent)</p> <p>Evidence of further professional development</p>	<p>PTTLS Level 4 qualification</p> <p>Education and Training or equivalent L5</p>
2. Relevant experience	<p>Experience in working with Employers</p> <p>Experience in working with Schools, Colleges or other learner providers</p> <p>Experience of training needs analysis and training solutions</p> <p>Experience of working with hard to reach and disadvantaged groups.</p> <p>Knowledge of matrix Standards</p>	<p>An understanding of the operation of Education/ Community Learning within Bedfordshire/Hertfordshire, Leicestershire, Norfolk or Milton Keynes</p> <p>Experience of working with NEET customers or residents.</p>
3. Skills, abilities and behaviours	<p>Strong interpersonal and communication skills</p> <p>Oral, written and presentational skills</p> <p>Proactive and positive approach</p> <p>Ability to work to a high degree of self-management within prescribed structures</p> <p>Ability to actively contribute to building</p>	

	<p>effective teams and relationships that are not limited by service area boundaries</p> <p>The ability to deal with conflict and challenge in a non-confrontational way</p> <p>Enthusiasm, flexibility and the ability to work under pressure and to deadlines</p> <p>Confident at delivering training to groups and individuals</p>	
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