

# CARING - RESPECTFUL- COLLABORATING

# JOB DESCRIPTION

# JOB TITLE: Employment Liaison Officer (ELO)

**RESPONSIBLE TO**: **Operations Manager**

**HOURS: 35hrs per week**

**BASIC SALARY:** **£24,500**

**VISION AND MISSION**

Our long-term vision is a Scotland where all young people dare to dream and can make those dreams a reality. Our more immediate mission is to ensure that young people in Scotland have access to the education and training that supports them to learn. Our strategy for achieving this focuses on three key activities, which we believe, will make education, training and employment accessible and achievable for all:

* Give Young People a Voice
* Remove Barriers to Learning and Employment
* Develop Education, Training and Employment Services

**JOB PURPOSE:**

The ELO role is a bridge for the young people between the personal development and employability learning and support offered within the Helm building and putting that into practice in the world of work. The ELO works with the young people to understand what type of industry they are interested in, supports them into a local placement and then monitors and supports them on placement. This includes some group and 1-1 work with the young people, building relationships with local businesses, health and safety and encouraging reflection and development. There is an expected element of record keeping and following up young people’s individual progressions.

To support the employability and personal development of young people aged 16 - 24 not in education, employment or training, using a youth work approach. Some of the young people are classified as vulnerable and hard to reach, with a range of social, emotional and behavioural difficulties.

The aim of the Helm team is to improve the life chances of young people and to inspire them to have higher personal aspirations for a brighter future. To provide intensive support to students focusing on attendance and timekeeping, behaviour, resilience, health, aspirations and relationships, and attainment of qualifications.

All work is focused on helping students overcome their barriers and encouraging them to a positive destination on completion of the programme, i.e. college, jobs, apprenticeships or advanced level training programmes.

### KEY RESPONSIBILITIES & ACCOUNTABILITIES:

As an ELO your key role will be to support the delivery of Helm’s employability programme for those aged 16+, to source and sustain work placements when this is right for them. The ELO takes key responsibility for:

* Helm’s existing employer relationships ensuring Helm become a key part of their routine recruitment.
* Sourcing and carefully matching students with a great range of suitable work placement opportunities, and supporting them to sustain these placements and get the most from them
* Undertaking and updating required health and safety checks on placements
* Maintaining close and active links with local colleges to maximise Helm students’ chances of being accepted to pursue a course of their choice
* Supporting students to apply for and obtain college places, jobs or apprenticeships in their chosen career
* Working closely with the Operations Manager and the rest of the delivery team to support the carefully planned delivery of our contractual requirements

As part of this work you will therefore:

* Maintain active awareness of all relevant Dundee vacancies, college options and potential apprenticeship opportunities for Helm students
* Identify and attend all relevant opportunities to showcase Helm’s programmes with Dundee schools, Careers and other referral routes.
* Develop relationships with individual students, discovering together with the student what their interests, passions and strengths are, and exploring what gaps they may have to fill in order to achieve their goals
* Develop and strengthen relationships with businesses in our community to identify and extend relevant opportunities for work placements for all our students and support both the employer and student to ensure their work experience is a positive one.
* Directly support students by providing job search, CV development, motivation and interview skills coaching.
* Maintain overall awareness of students’ progress and monthly targets and work to ensure targets and outcomes are met in our programme delivery.
* Be highly effective around managing and organising your time
* Accurately and in a timely manner carry out all required administration to ensure compliance with our contractors is fulfilled.

**STANDARD RESPONSIBILITIES FOR ALL STAFF:**

* Be committed to safeguarding and promoting the welfare of young people and vulnerable adults whilst understanding, sharing and implementing all policies and procedures of Helm including those related to our quality of service to our young people.
* Participate in any staff training or performance management processes involving the identifying and meeting of training needs for self and others.
* To be an ambassador for Helm representing yourself, the team and the company in the highest regards of professionalism and public image.
* Take responsibility to ensure the health and safety of self and others.
* Contribute to our continuous review of policies, procedures, risk assessments, learning assessment materials and resources.

**OTHER DUTIES:**

* This Job Description is a broad-based description of the post at the date of preparation.  It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time.  Consequently, this is not a contractual document, and the post holder will be required to carry out other duties of an equivalent level that are necessary to fulfil the purpose of the job.

**Helm ELO Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| EXPERIENCE | * Worked with young people (16-24) in an alternative education / youth work / employability / training context * Built and maintained relationships in a professional manner * Undertaken partnership working across different organisations / companies / industries | * Experience of supporting young people in the workplace * Experience of supporting young people with SQA work * Experience of undertaking health & safety reviews / checks / processes * Experience of working in / along side the Private Sector |
| QUALIFICATIONS | * A qualification at SCQF level 8 or higher (HND) | * A youth work / community learning qualification * SQA assessor / internal verifier * REHIS, Food Hygiene, First Aid or other beneficial workplace based qualifications |
| KNOWLEDGE AND SKILLS | * Ability to engage diverse organisations and support positive partnership work. * Knowledge of the barriers and vulnerabilities young people from the Dundee area face. Understanding of how to coach and support young people with individual barriers, within a group and 1-1 * Able to produce and deliver support plans that are imaginative and interesting to stimulate learning and improve outcomes for all young people * Strong organisational skills and the ability to prioritise workload * Strong problem solving and decision making skills * Experience of risk assessment and health and safety * Able to maintain clear records and work with online databases * Capable with Microsoft Packages, particularly Teams, for recording data, creating and delivering lessons | * Understanding of the education process, GIRFEC and SHANARRI * Knowledge of opportunities and provision for young people in the local area, to signpost them to appropriate additional support * Experience of the importance of evaluation, how to undertake it and how to reflect and act upon it |
| PERSONAL QUALITIES | * Excellent interpersonal skills * Motivated , self-starter with energy and determination * Able to work as part of a small team/or on your own in a busy environment * Flexible * Creative approach to problems * Ability to develop and sustain effective relationships with local businesses * Ability to develop and sustain effective relationships with young people at risk of social exclusion * Effective communication in a variety of situations * Ability to contribute to the development and delivery of strategies to meet the learning needs of vulnerable young people * Present self and the organisation professionally but personably to build trust and commitment | * Ability to demonstrate empathy and understanding of the associated risks and challenges of young people’s health and safety and personal wellbeing and able to offer or seek appropriate support and guidance |
| OTHER | * PVG/Enhanced Disclosure Check * Full driving licence |  |

**BENEFITS AND INFORMATION SHEET SUMMARY**

**Position:** **Employment Liaison Officer**

**Salary:** **£24,500**

**Holiday Entitlement:** 35 days per annum, inclusive of 10 public holidays (pro rata for part time)

**Pension:** The Company operates an Auto Enrolment Workplace Pension Scheme in conjunction with NEST.  Details are available on request

**Westfield Healthcare Scheme:** Helm supports staff with a wide range of healthcare benefits

**Employee Benefits ;**  Helm offers a generous range of benefits including enhanced annual leave; bereavement leave; enhanced sickness policy; additional leave for dependents; essential car users mileage allowance and other in-house benefits

**Staff Training:** Helm has an excellent staff training programme

**SVQ Training:** Staff who wish to undertake SVQ training will be given every opportunity to do so

**3 Month Induction Programme:** During your 3 month probation period you will be supported by our Induction Programme

**Smoking:** There is a no smoking policy

**References/ Disclosure** Any offer of employment will be subject to the receipt of two professional references, which are deemed satisfactory by Helm – one of which will be from your current (last) employer.  In addition successful applicants will be required to obtain PVG Scheme membership which will be processed by Helm.