

Dorset Employment Unit Coordinator

Job description:

Project Management

- Ensure the project is well-managed and governed, meeting the requirements of the Dorset LCAs, including providing the secretariat function for the project steering group
- Develop working relationships with the four local Citizens Advice in Dorset and specifically the operational delivery staff and volunteers.
- Set up and ensure delivery of all necessary referral systems and protocols to ensure an efficient project.
- Work with other partners in the advice sector to explore and identify gaps in provision and barriers to accessing employment advice
- Work with caseworkers to test and evaluate the use of webchat and/or Skype to reach people in rural areas of Dorset
- Collect baseline and ongoing data for each strand of the project
- Evaluate the different strands of the project in order to report on the success of different approaches
- Ensure that all work conforms to the local office's systems and procedures.
- Provide and/or contribute to briefings to internal and external staff as required.

Training

- Set up and ensure delivery of a programme of specialist employment training for members of the Employment Unit including the existing team and new recruits.
- Set up and ensure delivery of a programme of employment training for advisers in the four local Citizens Advice in Dorset.
- Develop the potential to offer employment training to other stakeholders and partners.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Identify unfair policies and practices affecting clients
- Liaise with existing R&C work at LCAs and countywide.

Professional development

- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training; in particular in the areas of equality and discrimination.
- Read relevant publications.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.

Administration

- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to Local Citizens Advice work and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the project.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

1. Experience in successfully managing advice projects
2. Experience of the advice sector; ideally delivering employment advice.
3. Effective communication skills, including experience of building effective working relationships with partners and negotiating successfully to achieve specific aims, preparing reports and correspondence.
4. Analytical ability and proven experience of collecting and recording data for evaluation purposes
5. Experience of designing and implementing training programmes in a multi-agency setting
6. Ability to prioritise own work, meet deadlines and have an ordered approach with an ability and willingness to follow and develop agreed procedures, including statistical recording of casework and outcomes.
7. Understanding of the advice sector.
8. Ability to use IT in project delivery and management
9. Ability and willingness to work as part of a team
10. Ability to monitor and maintain own standards, and willingness to attend relevant training.
11. Demonstrate understanding of social trends and their implications for clients and service provision
12. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.