



# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

<b>JOB TITLE:</b>	<b>Information Advice and Guidance Personal Adviser</b>		
<b>GRADE:</b>	<b>G7</b>	<b>SERVICE AREA:</b>	<b>Regeneration Housing &amp; Economy</b>
<b>JOB CODE:</b>	<b>CHI206IMPAG7</b>	<b>LOCATION:</b>	<b>Flexible within the Borough</b>
<b>REPORTS TO:</b>	<b>IAG Senior Practitioner</b>		
<b>SPECIAL CONDITIONS:</b>	May require working outside normal working hours, including evenings and weekends. No Smoking policy		

*At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:*

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

## 1. Main purpose of the job role:

- Provide advice, guidance and information to young people and adults in need of targeted support to access learning, work and personal development opportunities
- Provide information, advice and guidance on personal development opportunities and referral to appropriate support agencies
- Use assessment tools to identify beneficiaries' attributes, circumstances and barriers in order to inform their guidance and support needs
- Organise and deliver programmes of small and large group work to help beneficiaries engage with and progress in learning and work
- Establish and maintain effective working relationships with partners in order to exchange information and observe agreed protocols on referrals

## 2. Role specific duties and accountabilities:

- Manage a caseload of beneficiaries, which includes recording information on progress and monitoring outcomes to ensure progression
- Visit and liaise with opportunity providers and other agencies to collect information appropriate to support the work with beneficiaries

- Work with and advise opportunity providers and other relevant bodies to ensure that local provision is informed of the requirements of beneficiaries
- Network with other professionals / advisers to understand their services and role in supporting beneficiaries and to develop appropriate links
- Make use of ICT in undertaking the duties of the role and as required to ensure appropriate data is collected for project and CCIS purposes
- Actively promote equality and diversity, recognise and actively challenge stereotyping, prejudice and discrimination ensuring that these principles permeate all working practices
- Undertake appropriate self-assessment and qualifications to enhance the personal adviser role
- Work with voluntary, statutory and community agencies and commercial bodies to ensure a coherent approach to overcoming barriers to learning and employment faced by young people
- Advocate and represent the interests of beneficiaries with opportunity providers, social agencies and other services when this requires substantial and sustained representation of their interests
- Work together with partner organisations to provide innovative and alternative ways of providing services
- Organise and attend meetings with other professionals concerning specific beneficiaries such as managing a case conference
- Work with parents, carers and families to support beneficiaries

### **MANAGING RESOURCES**

- To comply with Walsall Council financial procedures and standing orders.
- To help identify opportunities for external funding in so far as these are compatible with agreed Business Plans and corporate objectives.

### **MANAGING PEOPLE**

- Responsible for development of own performance, maintaining up-to-date knowledge of relevant services, active engagement strategy and tools to contribute to ongoing professional development.
- The post-holder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs.

### **MANAGING INFORMATION**

- To be responsible for keeping the relevant Managing Information systems up to date to record information of engagement programmes including viewfinder and MIS

- To support the maintenance of effective communication systems across council directorates and with partner agencies, complying with local information sharing protocols within the Data Protection Act.
- To contribute to promotion of council programmes and services and raising the profile of beneficiaries and their achievement through positive press releases, contribution to newsletters, public programme of activities and write evaluation reports.

### **MANAGING QUALITY**

- To use the council quality assurance framework and systems where appropriate, to ensure appropriate standards are met and so that beneficiaries' achievements are recorded in a robust manner and recognition gained through accreditation.

### **GENERAL**

- To promote and enforce the Council's Equality and Diversity strategy.
- To contribute where possible and relevant to the Councils wider strategies and those of the Area Partnerships and the Council's partners.
- To promote and enforce the Council's Health and Safety Policy.
- To promote and enforce the Council's Safeguarding Policy.
- The successful candidate will be asked to apply for a criminal disclosure check through the Criminal Records Bureau at the appropriate level. A conviction may not exclude the candidate from this job but will be considered as part of the recruitment process.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

<b>JOB TITLE: Information, Advice and Guidance Adviser</b>		<b>GRADE G7</b>
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Clear, effective verbal and written communication skills, using a range of media	A/I	3
Awareness of Safeguarding Children and Young People policies and processes	A/I	3
Ability to facilitate and recognise young people's achievement.	A/I	2
Ability to facilitate group work with young people	A/I	3
The ability to work positively within a team and assist the development of the services	A/I	3
Ability to take all necessary steps to ensure health and safety responsibilities are complied with in respect of statutory regulations and safety policies and codes. To take all necessary steps to provide a safe and healthy environment for staff and users	A/I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Demonstrable experience of working with young people with a range of needs including SEND, homeless, in the care system, teenage parents,	A/I	3

those with experience of the youth justice system or who are, or at risk of not being, in education, employment or training (NEET)		
Experience of actively involving young people in decision making	A/I	3
Experience of working with young people in a variety of settings, e.g. schools/college, the community, at home, in care	A/I	3
Experience in project management	A/I	3
Experience of working with partners to achieve better outcomes for vulnerable young people	A/I	3
Knowledge of the looked after system and experience of working with children and young people who are looked after/care leavers	A/I	3
Evidence of continuous professional development	A/I	2
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
<ul style="list-style-type: none"> <li>One of the following qualifications: <ul style="list-style-type: none"> <li>Diploma in Careers Guidance</li> <li>Qualification in Careers Guidance (QCG)</li> <li>NVQ 4 or above in Guidance or Advice and Guidance</li> <li>NVQ 4 LDSS (Learning, development, and support services for children, young people and those who care for them)</li> <li>Other relevant equivalent qualifications for example, in teaching, youth work or social work or regeneration or Connexions diploma</li> </ul> </li> </ul>	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by:</b>	Jane Kaur-Gill	<b>Date:</b> 25/5/2021