

JOB DESCRIPTION

Job Title: Support Manager

Department: Employment – Work & Health Programme

Reporting to: Work & Health Programme Manager

Responsible for: Not applicable for this role

Main Job Function: To support participants to overcome barriers and achieve sustainable employment.

Main Duties:

- Providing a single point of contact for participants, coordinating and sequencing services as part of their personalised journey.
- Building strong and positive relationships with participants, enabling them to make well informed choices and support into sustainable employment.
- Actively contribute to performance targets for both the Core and Extension contract
- To build strong relationships with Employers to support their recruitment needs
- Conducting Initial Assessments and co-creating Action Plans with participants.
- Navigating participants through multi-agency interventions.
- Utilising different methods of communication, where the primary choice will be face to face to engage participants in their journey.
- Building relationships with local stakeholders and Jobcentre Plus
- Providing in work support for participants with high intensity support needs.
- Preparing CV's and cover letters to high quality standards.
- Coaching and preparing clients for interview.
- Facilitating welcome sessions for new participants, as agreed with Job Centre Plus (JCP).
- Respond to participant concerns about joining an employment programme or returning to work, and considerations around certain health conditions, disabilities or personal circumstances in a sensitive manner
- To maintain 100% Department for Work and Pensions (DWP) compliance at all times.
- To be responsible for co-producing an individualised, user-led, SMART action plan which is then reviewed on a regular basis.
- To provide effective and efficient job search and job brokerage activities with customers either one-to-one or in a group setting.
- To provide information, advice and guidance on employability and local labour market information to customers.
- To coach customers on a one-to-one to find and secure suitable and sustainable employment using a wide variety of different methods.
- To provide appropriate in work support to the customer which can then support them to stay and progress in employment.
- To manage a caseload of customers users effectively maximising diary.
- To meet and exceed minimum service levels and adherence to contractual requirements.

Health and safety

- Work within the organisations health and safety policies and procedures

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required

Date of Description:27.4.23

Job Description Ref: WHP Support Manager

Prepared by: WHP Manager

Person Specification

Job Title: Support Manager	Essential/ Desirable
Skills	
A high level of confidence around disability particularly: <ul style="list-style-type: none"> • An understanding of the social model of disability; • Understanding of the impact that disability might have on the individual and the people around them; • A passion for equality and social change. • Disability Confident Leader Status 	Essential
<ul style="list-style-type: none"> • A personal affinity with the values of The Papworth Trust, and a commitment to the strategic outcomes of the charity. 	Essential
<ul style="list-style-type: none"> • Excellent organizational skills 	Essential
<ul style="list-style-type: none"> • Can adapt quickly to changing environments 	Essential
Knowledge	
<ul style="list-style-type: none"> • To have an awareness of funding systems and key stakeholders. 	Essential
<ul style="list-style-type: none"> • To know about welfare benefit and support systems available. 	Essential
<ul style="list-style-type: none"> • Local labour market and different routes into employment 	Essential
Experience:	
<ul style="list-style-type: none"> • Experience of accurately maintaining records and use of IT management systems 	Essential
Education training and qualifications:	
Other requirements of the role	
ability to travel to other services and locations as required*	Essential
Disclosure and Barring Service (DBS) Enhanced Check **	Essential

*Alternative arrangements will be considered for candidates who are disabled.

**As part of the conditional offer of employment a satisfactory DBS check will be required