

## Role Profile

<b>Job Title:</b>	<b>Connexions Personal Adviser (PA)</b>	<b>Grade:</b>	JNC professional range Spinal column point range: 14 – 17
<b>Department:</b>	Integrated Youth Service	<b>Post no:</b>	
<b>Directorate:</b>	Children and Families	<b>Location:</b>	Borough wide
<b>Role reports to:</b>	Connexions Co ordinator, Team leader, Targeted PA, Senior PA		
<b>Direct Reports:</b>	Possibly volunteers and people on work placement and work experience		
<b>Indirect Reports:</b>	None		
<i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i>			

### JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain an enhanced DBS check.

#### PURPOSE OF ROLE:

- To be an integral member of Ealing Integrated Youth Service.
- To work towards achieving the aims and objectives set out in relevant council and service plans and contribute fully to the further development of the service.
- To work towards achieving council and service targets.

#### KEY ACCOUNTABILITIES:

- To provide easily accessible, non-judgemental, client centred and confidential careers services to young people in and outside of schools which supports them to assess their needs, review progress and access appropriate opportunities.
- To take responsibility for an allocated case load potentially including young people and adults in education and community settings to assist them to progress into appropriate education, employment and training opportunities (EET).
- To be responsible for assessment, planning, drawing up and reviewing action plans to assist individuals to make informed choices about their education, employment and training. Support young people/adults to implement these action plans.
- To support the development of best practice through partnership work, aiming to improve young people's opportunities in EET.
- To work in conjunction with Connexions staff and other professionals to ensure that a comprehensive service is provided in line with current legislation and local expectations.

- To support work within the Integrated Youth Service staff team that enables colleagues to recognise and identify people they feel would benefit from the support offered by Connexions.
- Act as a point of referral for young people and their parents who need support regarding the referral pathways and specialist services available.
- Work in partnership with young people and families to encourage access to education, employment and training, accreditations and other opportunities.
- Use assessment tools to identify young people's blocks to learning and personal development and to discover talents, interests and motivational triggers.
- To support the work and planning of the service through projects, training, team meetings, inspections and other joint activities.
- To support other appropriate Connexions and borough wide strategic initiatives as they arise and support the successful development and implementation of these.
- To work on own initiative with direction as well as within an integrated team with colleagues.
- To attend and participate in regular managerial and professional supervision sessions.
- To work within legislative frameworks and within the Council's principles and policies relating to equality of opportunity and diversity, health and safety and financial regulation standards.
- Willingness to undertake other duties as directed by line managers commensurate with the post.

**KEY PERFORMANCE INDICATORS:**

- To use IT and paper-based systems to record client data and interventions.
- To meet the requirements of contracted CEIAG services through effective recording, monitoring and evaluation.
- To link with other staff and contribute to the work of forums, focus and operations groups with the aim of developing cohesive and coherent strategies to target NEET and Not Known young people. Contribute to systems which allow for the monitoring and measuring of statistics.

**KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

- Line manager
- Service users
- Schools Careers Leader(s)
- Colleagues from the Council
- Colleagues from external agencies, Schools, Colleges, Training Providers, Employers etc
- Colleagues from other partner agencies.

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

**PERSON SPECIFICATION**

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring (DBS) check.

**ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:**

**ESSENTIAL EXPERIENCE:**

- 1) Demonstrate experience of the practical issues related to the promotion of equality and diversity in service delivery.
- 2) Demonstrate experience of delivering an effective CEIAG service in one or more schools, working with school staff, young people and their families.
- 3) Demonstrate experience of managing complex relationships within a school setting and of dealing effectively with issues and obstacles related to this.
- 4) Demonstrate experience of producing reports and have good written, verbal and presentation skills.
- 5) Demonstrate understanding and experience of working with the key issues related to young people/adults and the relationship these issues have to social exclusion.
- 6) Demonstrate experience of assessing young people/adults and providing information, advice and support which motivates and inspires them and supports their transition into positive destinations.
- 7) Demonstrate an ability to support the tracking, recording and monitoring of service users and using this data to target services at those most in need.
- 8) Demonstrate experience of recording sensitive information, maintaining client case files and adhering to confidentiality policies.
- 9) Demonstrate experience of being self-motivated and working to deadlines and targets.
- 10) Demonstrate experience of developing knowledge in a specialist area and sharing and/or training colleagues and service users in this.
- 11) Willingness and ability to work in a flexible way including evenings and occasional weekends and to undertake home visits whilst adhering to appropriate health and safety procedures.
- 12) Demonstrate a willingness to undertake other duties as directed by line managers commensurate with the post.

**ESSENTIAL QUALIFICATION (S):**

1. A relevant professional qualification in Carers Education, Information, Advice and Guidance (CEIAG) level 6 or a level 4 CEIAG qualification (with a commitment to qualify to level 6 in CEIAG within 18 months of starting in post is required)

## Values & Behaviours

<b>Improving Lives for Residents</b>	<b>Trustworthy</b>	<b>Collaborative</b>	<b>Innovative</b>	<b>Accountable</b>
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>