Job Description

Job Title	Crisis and Resilience Information, Advice and Guidance Officer
Directorate	City Development
Service Area	Economic Strategy, Skills & Sustainability
Grade	5
Competency Level	1
Salary	£32,046 - £36,581
Job Type	Hybrid
Location	Citywide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A10574

Job Purpose

To provide high-quality, advice and guidance to Liverpool residents aged 16 and over who are unemployed or economically inactive, including residents experiencing crisis, instability or multiple barriers to work. The post holder will engage residents, assess their circumstances, strengths and employment goals, agree practical action plans and provide coordinated support to help them move towards, enter and sustain suitable paid employment. Working with council services, employers and external partners, the post holder will manage an allocated caseload, contribute to the city's

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crisis response and resilience objectives and achieve agreed programme targets, key performance indicators and quality standards.

Directly Responsible To:

Employment & Skills Manager

Main Areas of Responsibility:

- Engage Liverpool residents aged 16 and over who are unemployed or economically inactive, including people affected by financial hardship, housing instability, health conditions, caring responsibilities, redundancy, low skills or other barriers to employment
- Undertake timely initial meetings and assessments to understand each resident's immediate circumstances, strengths, skills, employment history, aspirations, risks, support needs and readiness for work
- Identify urgent issues that may prevent engagement in information, advice and guidance and coordinate appropriate referrals or warm handovers to council, health, housing, welfare, safeguarding, skills and community services
- Develop and regularly review individual employment action plans with clear, realistic and time-bound steps towards suitable paid employment
- Provide tailored one-to-one information, advice and guidance, including confidence building, CV development, job search, applications, interview preparation, digital job-search skills and workplace expectations
- Support residents to access appropriate training, qualifications, work experience, volunteering or other provision where this forms part of a clear route into employment
- Provide ongoing practical and motivational support, using flexible outreach to maintain engagement with residents whose circumstances may be complex or change quickly

- Manage referrals and effectively manage a caseload, prioritising need, risk, programme requirements and agreed timescales
- Build productive relationships with local employers, identify suitable vacancies and match residents' skills, experience and preferences to opportunities across the city
- To arrange appropriate advice on benefits, household income, employment rights, travel, childcare and other practical considerations so residents can make informed decisions about entering work
- Achieve individual and team targets for engagement, action plans, job-search activity, employer engagement, job starts and other agreed programme outcomes
- Monitor performance against key performance indicators,
- Maintain accurate, timely records on required case management systems, ensuring evidence supports claimed outputs, outcomes and expenditure where applicable
- Produce regular performance reports, caseload updates, outcome information, case studies and management information within agreed deadlines
- Develop effective referral pathways and work collaboratively with internal teams, Jobcentre Plus, education and training providers, health services, housing services, voluntary and community organisations and other partners
- Contribute to outreach, events, employer activity and communications that promote the service and increase participation among eligible residents across Liverpool
- Comply with safeguarding, data protection, confidentiality, equality, health and safety, funding, audit and organisational policies and procedures

Supervision and Management Responsibility:

- There are no supervision or management responsibilities

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Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and siting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

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Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1.**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Level 3 qualification or above in careers guidance, information, advice and guidance, employability, education and training, youth work, community development or another relevant field; or equivalent relevant experience (A/I)

Experience

Essential

- Experience of supporting unemployed or economically inactive young people or adults, including residents facing crisis or multiple barriers, to move towards and into paid employment (A/I)
- Experience of completing assessments and action plans, delivering one-to-one information, advice and guidance and managing a varied caseload (A/I)
- Experience of working to targets and key performance indicators, maintaining accurate case records and producing performance or outcome reports (A/I)
- Experience of partnership working and coordinating referrals to appropriate specialist services (A/I)

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Desirable

- Experience of employer engagement, vacancy development or matching residents to employment opportunities
- Experience of delivering information, advice and guidance within a local authority, community, crisis response, welfare-to-work or externally funded programme

Skills/Abilities

Essential

- Strong interpersonal, communication and motivational skills, with the ability to engage residents aged 16 and over who have different needs and circumstances (A/I)
- Develop practical employment action plans and make appropriate referrals or safeguarding escalations (A/I)
- Ability to manage a varied caseload, prioritise work, meet deadlines and achieve targets and key performance indicators (A/I)
- Strong written, numerical and digital skills, including accurate record keeping and the preparation of clear performance reports (A/I)
- Ability to build effective working relationships with employers, partners and colleagues (A/I)

Desirable

- Knowledge of Liverpool's labour market, information, advice and guidance provision and local referral pathways
- Understanding of trauma-informed, strengths-based or crisis-aware approaches to resident support

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Commitment

Essential

- Commitment to person-centred, inclusive support that helps Liverpool residents overcome barriers and achieve sustainable employment (A/I)
- Commitment to achieving targets, maintaining high-quality records and continuously improving performance (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Ability and willingness to travel to community, partner and employer locations across Liverpool and work flexibly to meet service and resident needs (A/I)
- This post is subject to an Enhanced Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

- Awareness of safeguarding, data protection and confidentiality requirements
- Understanding of barriers to employment affecting young people and adults who are unemployed or economically inactive

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