

Connexions Adviser

Role Profile

Service: Connexions (Part of the Youth Engagement Service)
Band: Band 6
Reporting to: Team Leader
Responsible for: No direct reports



TRAFFORD
COUNCIL

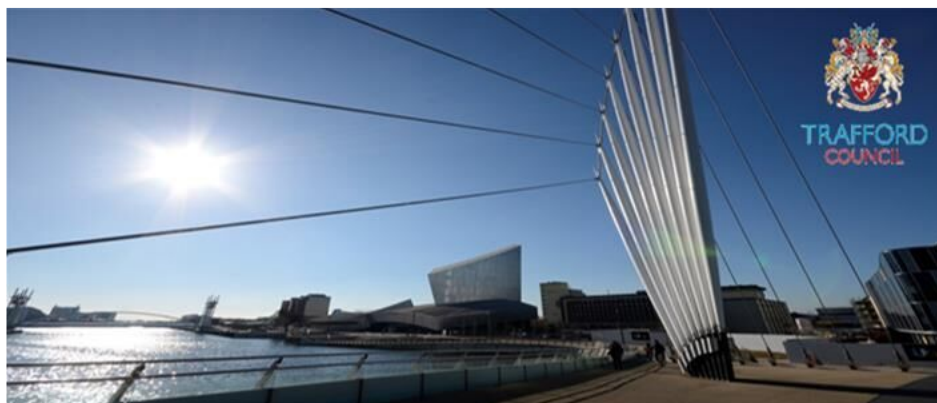
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Connexions is part of the Youth Engagement Service which provides a range of services to young people aged 11-19 (up to 25 for specific groups including care experienced young people and young people with disabilities). The Youth Engagement Service includes:

- The Activity Agreement Project (20-week bespoke project for vulnerable young people requiring intensive support)
- Connexions Careers Guidance service for young people in schools and for those who are not in employment, education or training
- Street Talk detached youth work team – delivering informal education to young people in diverse communities across Trafford
- Talkshop information, advice and guidance multi-agency service which includes youth worker led drop in casework and groups.

Trafford Connexions Advisers provide Careers Guidance and transitional support for young people in school, sixth form and college and support those at risk of not making a successful transition into education, employment, or training. School Advisers are qualified to a minimum of Level 6 in Careers Guidance and work within our successful traded service. Staff working on other projects are professionally qualified to level 6 in Careers Guidance or a related professional field and provide a range of bespoke services to meet the needs of young people for them to engage or re-engage in positive activities, including education, training or employment opportunities.

Your Main Priorities

- Trafford Connexions is part of Trafford Children's Services Youth Engagement Service which provides comprehensive information, advice, guidance, support and referral for all Trafford young people with targeted support for those with highest needs.
- To ensure the needs of individual children and young people are met so that they are able and motivated to engage effectively in life skills, education, training and work opportunities and to achieve to their full potential.
- Connexions Advisers will normally work with young people aged between 11 and 19 years (up to 25 for relevant young people) and their families.

- For NEET work you will have a caseload of 16-18 years old young people requiring additional support to engage in education, employment or training (up to 25 years old for specific vulnerable groups). Your role will be to empower these young people so they are able to access suitable opportunities.
- For Schools Careers guidance work you will ensure that all young people are provided with a suitable careers guidance interview and action plan to ensure they have a suitable guarantee of learning when they leave school, sixth form or college. You will support schools with the delivery of their careers education programme including, one to one interviews, group work, and (when required) attendance at parents evenings and careers events.
- To work with partners and agencies to ensure young people receive suitable support to remove barriers to learning and to make suitable referrals and advocate on behalf of young people so their needs are met.

Key duties

- Provide impartial information, advice, guidance and support to young people in one to one and group settings in a range of formal and outreach settings (including schools, colleges, training providers, our Talkshop centre, homes and community venues). This will include impartial careers guidance to support young people to remain in learning (if guidance qualified).
- Provide differentiated levels of support to young people dependent on their level of need. Plan and facilitate programmes of activities, both via internal and external provision, for young people to raise their aspirations, reduce barriers and provide personalised support to enable them to remain and progress to employment, education or training.
- Complete relevant professional assessments of young people using the Early Help Assessment and other approved assessment tools ensuring levels of support are appropriate and that these levels are regularly reviewed and updated. Where necessary to take the role of Lead Professional.
- Attend EHC and transition reviews for appropriate young people in schools and colleges
- Manage a caseload according to relevant procedures including completing all follow up within set timescales and meeting individual targets.
- Contributing to tracking the destinations of all young people within the cohort and record the information on the CORE database.
- When working in institutions to plan relevant annual programmes of activity including groupwork, one to one interventions, parents events and attendance at relevant meetings over the academic year in line with Partnership Agreements. To complete a termly report on activities and outcomes for young people.
- Ensure all child protection and child in need issues are dealt with in line with Trafford Childrens safeguarding procedures and attend relevant child in need and multi-agency child protection meetings as required.
- Set up and maintain professional networks within institutions and with partners to improve outcomes for young people.
- Work with parents, carers and families to provide them with the support and information they need in order to effectively support the young people in their care.

- Accurately record all work completed and information sent and received on the relevant databases in line with all relevant legislation and procedures.
- Ensure all quality standards are met by achieving required standards in Key Step assessments and caseload audits.
- Undergo ongoing professional development by attending relevant training events and by keeping up to date with all information and resources necessary to perform the Connexions Adviser role.
- Attend Supervision sessions to reflect on practice.
- Facilitate the involvement of young people's views in the design and delivery of services to ensure that services provided accurately reflect their needs.
- To take a lead in a specific area of work including working with young offenders, children in care, care leavers, young parents, NEET, excluded pupils, home educated pupils, delivering impartial careers information, advice and guidance to young people as part of a traded careers guidance service (if Careers qualified).

Other duties commensurate with role that may reasonably be required from time to time.

About You

Qualifications and Professional Development

- Recognised professional qualification eg. Degree/Post-Graduate/Diploma or equivalent or higher in careers guidance, Education/Training or Youth Work related field. (Careers Guidance qualification is required for work in school setting)

Experience and Knowledge

- 1 year+ experience of working with young people in an advice, information, guidance or education/training role.
- Experience of setting up and/or maintaining internal or external networks.
- Experience of negotiation and/or advocacy on behalf of young people
- Experience of Microsoft Office and use of databases.
- Understanding of education and training systems for young people.
- Understanding of the issues affecting young people which may be barriers to their ability to take up or sustain employment and training opportunities.

- Understanding of Equality of Opportunity and relevant legislation

Skills and abilities

- Ability to demonstrate a high level of oral and written communication skills with young people, parents, carers, schools, training providers, other professionals and managers in Schools and Trafford Council and its partners.
- Ability to negotiate with schools, colleges, training providers and other professionals to improve outcomes for young people on your caseload.
- Ability to listen to young people, record their views and empower them to help themselves
- Ability to advocate on behalf of young people with a range of agencies and professionals.
- Problem solving skills including the ability to plan programmes of activity within institutions and/or for individual young people with specific needs.
- Group work / presentation skills.
- IT skills including proficiency in the use of Microsoft Office applications, databases, Guidance/Assessment tools.
- Flexible working arrangements may be required, including some evening working e.g. parents events and early evening follow up.
- Ability to work to/achieve agreed targets within set timescales.
- Strong time management and organisational skills

Special Conditions

- Enhanced DBS required
- Car User desirable
- Some late afternoon/early evening work for certain roles (up to 7pm) eg. Activity Agreement

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| Date prepared/revised | Andy Zilkha |
| Prepared/revised by | 29.11.2022 (last updated June 2022) |
| Job Evaluation | Existing evaluation |

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.