



## Job Description

Job Title: **Employment Support Worker**  
Reports to: **Employment Opportunities Manager**  
Hours: **36 per week**  
Salary: **£23,024 (Gen 17) + 5% pension after 6 months**

### **Main Purpose of Job**

The Employment Support Worker (E.S.W) will support clients with learning difficulties or disabilities to look for work, work experience or voluntary placements and to support them at work. This can include working with participants of Jobcentreplus Workstep Scheme.

The ESW is responsible for drawing up a development plans and action plans in close co-operation with the clients and for ensuring that action plans are completed and new plans drawn up so that clients improve skills.

Once an offer of work is made the E.S.W will then provide all necessary job coaching and continue working with the client at work to ensure job retention.

The ESW may be involved in planning and delivering group learning sessions and with other Generate projects.

The ESW is required to attend a minimum of two evening sessions a year and will be encouraged to participate fully in Generate functions.

### **Duties.**

1. Establish a close working relationship with your clients based on trust, understanding and empathy.
2. Establish close working relationships with Jobcentre personnel and with managers and staff at clients' workplaces.
3. Write and implement development plans and action plans with clients.
4. Work closely with your Generate manager, Generate members of staff, and other professionals to monitor progress and make any necessary changes to action plans.
5. Motivate, encourage and support clients at work.
6. Keep accurate records of all work undertaken.
7. Support clients to resolve any issues they bring to you and deal with them appropriately, by recognising professional boundaries and using correct judgement to refer clients, when necessary, to other Generate staff or professionals outside our organisation.
8. Actively canvass local employers to maximise job opportunities for your clients and promote Generate's Employment Project and JobcentrePlus Workstep Scheme.
9. Plan and deliver pre-work groups.

10. Undertake any other reasonable task relevant to the general duties of the post and to Generate.

## **Person Specification**

### **Knowledge**

1. An understanding of the needs of people with learning difficulties and the problems they may face.
2. A broad understanding of how it is possible for employers to integrate people with learning difficulties and other disabilities into their workforce.
3. Basic understanding of Health and Safety in the workplace.
4. A general understanding of how the benefit system works, and the steps that might need to be taken when somebody with disabilities is offered paid employment.

### **Skills**

1. Excellent communication, listening, and organisational skills.
2. The ability to canvass local employers in a friendly but professional manner.
3. Ability to work with minimum supervision.
4. Ability to be a good team player, maintaining a sense of humour.
5. Ability to identify personal support needs and act accordingly.
6. Willingness to be flexible in hours of working between Monday and Friday and to undertake, where necessary a small percentage of weekend work.
7. Ability to cope in stressful situations.
8. An understanding of and commitment to equal opportunities.
9. The ability to write letters and concise, objective reports and maintain accurate, up-to-date records for all the work undertaken.
10. Good computer skills with knowledge and experience of Word and Outlook.

### **Other requirements:**

Willingness to work in other areas of the organisation.