



Cymorth yn
y Gwaith

In-Work
Support



JOB DESCRIPTION

Case Coordinator/Counsellor (x2) In Work Support Service

Starting salary: £20,357 - £24,670 (depending on skills and experience)

Hours: Full time (37 hours) or part-time considered

Contract: Fixed term to end March 2020

Reports to: Delivery Team Leader

Location: Rhyl or Bangor

Background:

RCS is a not-for-profit organisation which delivers a range of services to help people enter, sustain and progress in employment, with the overall aim of reducing unemployment and improving individual wellbeing and employability. Our cornerstone In-Work Support Service promotes an integrated approach to health and employment, providing early intervention support for employees on or at risk of sickness absence. In Work Support is part-funded by European Social Funding through the Welsh Government.

These posts are initially offered on a temporary basis, although there is potential for the roles to be continued beyond March 2020. They provide an excellent opportunity to become involved with this well-established and successful project, which has already had a significant impact on the health and wellbeing of the working population in Conwy, Denbighshire, Gwynedd and Ynys Mon.

Job Purpose

To provide professional and empathetic support to help RCS clients who are on or at risk of absence from work as a result of a mild to moderate health condition

To support clients to develop solution-focussed action plans, and working alongside employers, health professionals, contracted partners and other agencies as appropriate

Responsibilities:-

- Provide a professional, efficient and effective service to all RCS clients/ customers;
- Deliver holistic, work-focussed support to a case-load of clients, conducting an assessment of needs, and facilitating the development of solution-focussed action plans
- In agreement with the client, liaise appropriately with employers, GPs, health professionals, and other agencies to develop an effective support plan;
- Provide coaching and mentoring support to enable and empower clients to progress towards their identified goals;
- Where appropriate, work with contracted partners and external agencies to provide additional services that may be able to support the customer journey
- Receive referrals and assess eligibility against agreed criteria as set out in the relevant service specification;
- Record accurate management information in paper and electronic format as required, ensuring that systems/records remain effective tools for service monitoring and reporting;
- Provide active contributions to internal and external meetings and events as required;
- Make a proactive contribution to continuous service improvement by appropriately highlighting any issues, challenges and risks to delivery, and working as part of a team to develop and deliver appropriate solutions;
- Proactively seek out and share best practice that can support our position as a market leader in the field
- Make an active contribution to the promotion of the service by identifying potential customer stories for marketing purposes

- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information;
- Any other duties as required by the Delivery Team Leader.

Personal Profile

	Essential	Desirable
Qualifications and training	<p>Good standard of educational achievement</p> <p>Level 2 Certificate in Counselling Skills</p>	<p>Educated to a degree level or equivalent</p> <p>Level 4 or above Certificate in Counselling</p>
Experience	<p>Proven track record in designing and delivering high quality and effective customer focussed solutions, preferably in an employment support setting;</p> <p>Proven experience of working with people in need</p>	<p>Experience of partnership working, negotiation and liaison work with other agencies</p>
Knowledge	<p>Good understanding of the principles and practice of supported employment</p> <p>Able to use IT and tools such as MS Word, Powerpoint and Excel</p>	<p>Knowledge of employment law</p>
Other	<p>A clear understanding and commitment to equality issues and challenging discriminatory practices.</p> <p>Flexibility to travel within the region</p> <p>Flexibility to working out of 'normal office' hours.</p>	<p>Ability to speak and write in Welsh</p>
Skills	<p>Highly developed communication and interpersonal skills at all levels, particularly coaching, negotiating, active listening and influencing</p> <p>Team orientated, with ability to work collaboratively within a mixed-</p>	

	<p>disciplinary team</p> <p>Creative, flexible and innovative in approach</p> <p>Able to work independently and use own initiative</p> <p>Good time management skills, with ability to work well under pressure</p> <p>Maintain effective and organised administration systems</p>
Personal qualities	<p>Empathetic, non-judgemental and trustworthy</p> <p>Passion and drive to make a positive difference to people's lives</p> <p>Positive mindset and motivational to others</p> <p>Resilient and tenacious in the face of setbacks and challenges</p> <p>Conscientious and reliable</p> <p>Commitment to learning and willingness to engage in opportunities for continuous professional development</p>