



Employability Practitioner Occupational Role Profile

This occupation is found in small, medium or large organisations which sit within any of the public, private or charitable sectors. These organisations will deliver employability support through local and national contracts across different public services such as back to work programmes, careers advice and guidance, housing, probation, health, social care, apprenticeships and skills development.

The broad purpose of the occupation is to work with individuals (service users) who are distanced furthest from the labour market, helping them to address and overcome obstacles to securing suitable and sustainable employment. Employability Practitioners may specialise in working with a specific group of service users and will devise strategies to address and overcome the multiple and complex barriers to employment, and to improve their employability prospects, with the end goal being to find employment or to progress in work if they are already employed. This requires a broad appreciation of the types of public services, community offerings and funding streams available and an understanding of how these fit together so that they can put in place a bespoke plan of support that takes a holistic approach to the whole service user.

In their daily work, an employee in this occupation interacts with service users. This can include individuals who have or may have one or more of the following; mental health conditions, physical health conditions, disabilities, generational unemployment, social barriers e.g. lone parenting, addiction or substance misuse, low levels of education/attainment, language barriers i.e. English is not their first language, financial difficulties, ex-forces, ex-offenders, youth unemployment barriers etc. This list is not exhaustive. They will also interact with their colleagues, employers who are providing employment to service users, recruitment companies, public services, other community and support organisations that the service user is accessing and other key stakeholders. They will sit within a team of other Employability Practitioners who all report into a Team Manager and will usually work normal working hours however there may be times when they have to work evenings and weekends if any of their service users are employed and need to be contacted outside of these times.

An employee in this occupation will be responsible for supporting a caseload of the hardest to help individuals to change behaviours and develop knowledge and skills to improve their employability. All interactions and interventions that the employee has with service users will be recorded and regularly updated on the relevant in-house company computer systems. They will also be responsible for undertaking practitioner development and supporting colleagues through coaching and mentoring. The role will involve gathering data and information through research to make recommendations and inform service delivery through evidence-based improvements. They will also liaise with employers, advocating on a service user's behalf, to find the right opportunity, based on their wants, needs and aspirational employment/career goals. They will be responsible for developing relationships with external stakeholders and to identify business development opportunities for the benefit of the local community and generating referrals of service users. An Employability Practitioner can be based in an office where the service users travel to meet them or equally they can be field based and will meet with service users out in the community in agreed locations.

Key Duties

Work with Service Users

- Manage their caseload of challenging and complex cases. (K8, S9, S20, S22, B5, B6, B7, B8)
- Conduct holistic initial assessments, action plans, job search, job brokerage and other interventions with service users either face to face or remotely and record them. Evaluate the

effectiveness of service user interventions and make improvements where relevant. (K1, K2, K3, K16, S1, S2, S3, S4, S6, S22, B1, B3, B3, B4, B5, B6, B8, B9, B10, B11)

- Provide information, advice and guidance on employability, careers and local labour market information to service users, employers and colleagues. (K13, S6, S16, S17, S18, S19, B3, B4, B9, B10, B11, B12)
- Signpost services to relevant third-party provision, taking a multi-agency (e.g. mental health services, probation service, police, social care services, health care services, local authorities etc.) and integrated services approach. (K4, K11, S5, S6, S13, S14, S22, B3, B4, B5, B6, B10, B11, B12)
- Use non-clinical behavioural change techniques with service users. (K9, K10, S6, S10, S22, S23, B2, B3, B4, B6, B7, B8, B9)
- Coach and mentor both service users and colleagues to support their development. (K6, S6, S7, B2, B3, B4, B6, B7, B8, B9)
- Provide appropriate in work support to the service user which can then support them to stay and progress in employment. (K7, S8, B3, B5, B6, B7, B8, B9, B10)

Develop Services

- Identify internal and external networking opportunities for partnership building and establishing working relationships with key stakeholders. (K11, K13, S12, S13, S14, B3, B4, B6, B11, B12)
- Manage challenging and complicated situations within own level of authority and make recommendations to enable and deliver change to improve service delivery. (K10, S6, S8, S11, B1, B2, B3, B4, B6, B7, B10, B11)
- Participate in practice development sessions, self-reflection, caseload reviews and observations to support own and others' development via peer to peer support. (K12, K18, S6, S15, S23, B2, B3, B4, B5, B7, B8, B9, B11)
- Proactively gather service user feedback, critically analyse it, evaluate the meaning / implications and act upon it. Make recommendations to inform service delivery. (K5, K16, S6, S17, S19, S21, B3, B5, B6, B10, B11)

Meet Quality & Compliance Standards

- Be responsible for and maintain own continuing professional and personal development, particularly within own specialism. (K12, K18, S15, S23, B2, B3, B4, B5, B7, B8, B9, B11)
- Adhere to and apply safeguarding policies, procedures and best practice. (K17, S8, S22, B1, B4, B7, B8, B9, B10)
- Understand the employability industry including professional standards, welfare benefits, funding systems and key stakeholders. (K4, K11, K13, S12, S13, S14, B3, B4, B12)
- Adhere to, and support others to adhere to, relevant legislation and company vision, mission, values, policies and procedures. (K14, K17, K19, S19, S22, B4)
- Promote equality of opportunity, embrace diversity and inclusion. (K19, S6, S19, B3, B4, B6, B7, B8, B9)
- Meet minimum service levels and adhere to contractual requirements and support others to do so as well. (K15, S20, B1, B5, B7, B9, B10, B11, B12)

Typical job titles include but are not limited to: Employment Advisers/Coaches/Consultants, Job Coaches, Careers Advisers, IAG Advisers, Student Support Workers, Housing Officers, Case Workers, Case Managers, Community Support Advisers, Training Advisers, Career or Employment Coordinators, Personal Advisers, Advanced, Lead or Senior Employment Advisers/Coaches/Consultants, Senior or Lead Job Coaches/Careers Advisers, Lead IAG Advisers, Senior Student Support Workers, Advanced Practitioners and Key Workers.