

Job Title	Childcare and Employment Adviser Fixed Term Appointment/Secondment Opportunity London Borough of Greenwich April – December 2008
Reporting To	Childcare and Employment Adviser
Summary	<p>GLE is looking to recruit a part-time Childcare and Employment Adviser in Greenwich, to support an innovative project which aims to bring together childcare and employment expertise to provide advice to parents seeking to access training or employment in London. The aim of the project is to reduce child poverty through specifically targeting parents on low or no incomes.</p> <p>Working in a challenging but rewarding environment, the adviser will provide intensive support to parents on a one-to-one basis, providing advice on accessing affordable childcare and suitable training and employment opportunities.</p> <p>The adviser will need to be highly motivated and take a customer-focused approach to the needs of the individual parent. The candidate will be required to work on a pro-active basis to support parents and will have an understanding of barriers to employment facing hard-to-reach individuals. They will possess the ability to work on a one-to-one basis to provide employment support, including but not limited to: Careers Advice, CV Writing, Interview Training and advice and referrals to local training opportunities. They will also be confident delivering workshops to groups of parents to improve job-readiness.</p> <p>Parents on the project will receive free childcare during the one-to-one support and training phase, until they enter sustainable employment. Advisers will be required to inform parents on how to access free childcare and to provide information on how to access affordable childcare and child tax credits in the future. Therefore, some knowledge of the UK welfare system will be required.</p> <p>Reporting to the GLE Senior Childcare and Employment Adviser, the adviser will be required to report on their caseload on a weekly basis. At the meeting the adviser will be required to provide a formal update on progress with each parent and the number of parents accessing training, employment and free or subsidised childcare. This information will also be entered into the diagnostic tool for recording parental progress. This information will be used to compile formal reports on progress which will be submitted quarterly to the GLE Managing Consultant and the client (LDA).</p> <p>This project is supported by the Mayor’s Childcare Affordability Programme delivered by the London Development Agency, which aims to help parents to access training and employment by providing</p>

	subsidised full day and flexible childcare.
Purpose	<ul style="list-style-type: none">• To support a caseload of parents on a one-to-one basis providing employment support , information on access to training and advice on childcare provision
Salary	Childcare and Employment Adviser £32,000 pro rata Salary dependent on knowledge and experience This adviser will be required to work 21 hours per week. Secondment and Flexible working arrangements will be considered.

Key Responsibilities

Key Responsibilities	Specific Tasks	Business Objective
<p>To provide outreach support on a one-to-one basis to parents looking to access training, employment and affordable childcare</p>		
<p>Develop a plan for supporting the parent and providing holistic support to enable them to overcome barriers to employment and training, by providing funding and advice to support childcare needs and employment and training advice.</p>	<p>To provide direct support and appropriate referrals to the parent to enable them to access training, employment and affordable childcare, through:</p> <ul style="list-style-type: none"> • Provision of employment support, including CV assistance, Careers Advice, Interview Training and advice and referrals to local training opportunities. • Arranging for the parent to receive free childcare during the one-to-one support and training phase, until the parent enters sustainable employment • Providing advice on accessing in-work benefits to enable the parent to remain in sustainable employment (including tax credits and referral to the Childcare Affordability Programme until December 2008). • Providing advice and referrals for parent's possible wider support needs, including, but not limited to: drug and alcohol counselling; support for carers; advice for young offenders, debt advice, teenage pregnancy support; support for individuals with long term disabilities. 	<p>To provide high quality services to clients and meet the objectives of the project</p>
<p>Management of parent case load and reporting on progression, including completion of project enrolment forms and effective record-keeping to support the project reporting framework.</p> <p>To support on-going and final evaluation and to ensure that parent support is high quality and is provided effectively.</p>	<p>To ensure that advice and support provided to parents is accurately recorded and that parent details and evidence of financial support and eligibility are maintained:</p> <ul style="list-style-type: none"> • Updating the parent Action Plan following each on-to-one session • Following up on the action points in the parent Action Plan and review on a weekly basis • Reporting on parent progress to the Senior Childcare and Employment Adviser on a fortnightly basis • Keeping accurate parent enrolment forms and evidence of eligibility for the project 	<p>To enable GLE to provide accurate, high quality and regular management information to their clients</p>

Person Specification

Element	Essential	Desirable
Knowledge & Experience	Experience of working on a one-to-one basis with varied and challenging client groups	
	Experience of provision of employment support directly to individuals on a one-to-one basis	
	Knowledge of the range of childcare provision available to parents	Detailed understanding of the range of financial support available to parents to help them to cover the cost of childcare
	Knowledge of the UK Welfare System	Detailed knowledge and understanding of the welfare benefits system and Working and Child Tax Credits
	Experience of working in a customer-focused environment and effectively supporting the needs of hard-to-reach individuals	
		Experience of working in a multi-agency environment and taking an integrated approach to addressing the needs of an individual.
		Experience of delivering group training.
Skills	An ability to build effective relationships with clients on a one-to-one basis, to demonstrate an understanding of client's needs and be responsive to those needs	
	A high level of organisational skills, including the ability to prioritise and organise tasks, organise events and working arrangements across a variety of locations.	
	Attention to detail in the maintenance of parent records and evidence of eligibility for the programme. A high level of accuracy in entering and checking data.	
	Demonstrable writing and editing ability. The ability to communicate clearly and effectively both orally and in writing, including writing reports and updating parent action plans	

	Experience in the use of Microsoft Word and Excel Applications or equivalent	
Qualities	Customer-focused, can-do attitude	
	Empathetic approach to working with clients	
	Working supportively within a team when required, but also to work independently and self-manage	
	Reliability and flexibility	
Qualifications	Educated to 'A- level' standard or equivalent (NVQ Level 3)	Formal training on the UK welfare system would be an advantage