



JOB PROFILE

Job title:	Employability Practitioner
Purpose:	The Employability Practitioner (EP) is the central client (participant) facing role in delivering The Salvation Army's Employment Plus services. This role provides comprehensive support to the public, particularly those who are vulnerable and face complex barriers to employment. The aim is to assist and empower participants by equipping them with the necessary tools and motivation to move closer to sustainable employment.

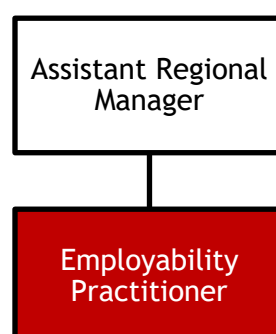
The Salvation Army Employment Plus is driven by a vision of a just and inclusive world where there are opportunities for all

This position upholds our mission values by offering participants 'A Hand Up' and focuses on reducing or eliminating barriers related to employability, financial issues, tenancy, relationships, well-being, social inclusion, and digital literacy. The goal is to promote awareness and foster growth and understanding of those needs and the wider community. The role is essential in identifying, nurturing, and securing suitable job opportunities for unemployed individuals within the local community, aligning with The Salvation Army's 'work for all' ethos.

You will ensure that participants service experiences and outcomes are positive and aligned with Our Mission five key priorities:

- To share the good news
- To serve others without discrimination
- To nurture disciples of Jesus
- To care for creation
- To seek justice and reconciliation

Organisation Chart



Report to:	Assistant Regional Manager or as delegated
Accountable to:	E+ Senior Management Team
Key working relationships:	Commanding Officers, Community Centre Managers, Corps volunteers, Work Coaches at Job Centre Plus, Local Voluntary and Statutory Service partners, local employers and recruitment leads
People management:	There are no line management responsibilities
Operating budget:	Adhere to Purchase Card policy and procedures and delegation of authority when managing local participant expenditure

You will...

- Build and effectively manage a rolling caseload of participants, committing to a meaningful, time-bound participant journey that results in positive outcomes, working peripatetically from a variety of locations including community centres, homelessness hostels and job centres ^{*1}
- Demonstrate key responsibilities which include effective management of caseloads, prioritising of diaries, collaboration with local authorities and third parties whilst ensuring the efficient allocation of service resources. This may include managing local participant expenditure and using a purchase card where applicable
- Ensure that administration duties, paper-based and electronic records are effectively maintained against our Minimum Service Levels as required by Salvation Army policy, procedures, and compliance standards in line with ISO and Matrix awards
- Plan, diarise, and attend regular meetings, as per our minimum service standards with participants. Co-create, implement, and review SMART action plans tailored to each participant's needs, assisting them in overcoming barriers and advancing towards sustainable employment or voluntary opportunities

- Co-design, implement, and deliver tailored training and workshops that equip participants with essential employability, social, and digital inclusion skills necessary for modern workplaces, while building trust and positive relationships
- Analyse local labour market trends and unemployment data to tailor the support service effectively, whilst engaging with the local community through outreach work
- Proactively engage and work collaboratively with a diverse range of employers and providers to secure a variety of job vacancies, training placements, and apprenticeships, utilising techniques such as reverse marketing and networking
- Conduct local community outreach to encourage referrals and engage with relevant support services, creating opportunities to support local employment, well-being, and inclusion needs
- Ensure all relevant checks and administration are carried out prior to a participant beginning a work experience placement and offer comprehensive support to participants during their employment journey, aiming to achieve long-term job retention and satisfaction
- Foster a supportive environment and engage with Participants to explore and identify other opportunities for support and development including spiritual and community programmes available through The SA expressions, and other local community services to help them overcome barriers and lead fulfilling lives
- Complete the IEP Level 2 Sector induction during probation period and commence the IEP Level 3 Employability Practitioner Qualification within first 2 years in post
- Carry out any other reasonable duties, appropriate to your level of knowledge and experience, as requested

You have

- A desire and passion for transforming lives, with good previous experience of working within the employability sector, successfully supporting, influencing, motivating, and advising participants with complex and/or multiple barriers in to sustained employment (A,I)
- Good experience of working successfully within a target driven environment of meeting key performance metrics and standards as determined by contractual or other operational frameworks/requirements e.g. ISO standards (A,I)
- Good knowledge and experience of working within professional standards/boundary requirements e.g. safeguarding and personal safety, relevant to working with clients on a 1 to 1 basis, and working with vulnerable clients (A,I)

- Proven strong customer service skills, with the drive and ability to provide an excellent experience to participants (A,I)
- Good experience of partnering successfully with external stakeholders such as job centres and local employers, to improve service delivery and maximise training and employment opportunities for participants (A,I)
- Demonstrable strong communication skills with the proven ability to convey information to, and hold difficult conversations with Participants, using clear and simple language, and demonstrating patience and empathy (A,I,T)
- Strong interpersonal skills with the ability to develop effective 1 to 1 working relationships with a wide range of participants, and work constructively with employers and other relevant partners (A,I)
- Demonstrable ability to plan, organise and prioritise your tasks to effectively meet your objectives to the expected quality standards and time scales with minimal supervision (A,I)
- Proven good experience of using IT software such as Microsoft Office (Word/Excel/PowerPoint), Outlook, Teams and mobile technology devices such as smartphones and tablets to deliver your duties (A,I)
- The ability to work flexibly if required to deliver a bespoke service to participants, and travel independently to promote Employment Plus programmes and services (A,I)
- A commitment to your own Continuing Professional Development (A,I)
- The ability and willingness to work within and be empathic with the Christian ethos and values of The Salvation Army Mission (A,I)

You may have....

- Level 2 IEP Sector Induction or Level 3 Employability or Level 4 IAG Certificate (A,I)
- Knowledge of the local labour market (A,I)
- Full driving licence and access to a vehicle ^{*2} (A,I)

*¹ In some circumstances and geographies there will be a requirement to work within a prison setting, which will require additional security checks depending on the level of security of the prison. This will be highlighted in the specific job adverts.

*² In some circumstances and geographies, a full driving licence and access to a vehicle or transport services will be required to ensure completion of job role and duties. This will be highlighted in the specific job adverts.

How criteria will be assessed - (A) application form; (I) interview; (T) test; (P) presentation and (R) references.

We expect you to exhibit behaviours that model our values of integrity; accountability; compassion; passion; respect and boldness

This job profile is current as of the date shown. The Salvation Army regularly reviews job profiles to ensure they accurately reflect the duties being performed and to incorporate any necessary updates.