

Job Description

Job title	Peer and IAG Practitioner		
Department	Learning, Coaching & Advice		
Job Family:	Operational Specialist		
Location	Suffolk North, South and West		
Reports to	Careers & Progression Manager		
Salary Point:	4-6 (252 Hay Points)		
Evaluation Date*::	16 06 2023		
Hours / week	Up to 37 according to business need		
Status	Permanent		
DBS:	Enhanced		
Supervisory responsibilities	No		
Job Shares will be considered for this post	Y		
This position requires travel around the county and the ability to work flexible hours. The position may also require working at weekends.			Y

Overall Job Purpose:

A brief statement about the main objectives of the post

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in work, learning and life through three company departments, Learning, Coaching and Advice, Employment and RF Works.

The Peer Information, Advice and Guidance (IAG) Practitioner role sits within the Learning, Coaching and Advice department which provides government funded, first rung learning opportunities to adults facing economic, educational, and social disadvantages. The Peer contract is to support and provide IAG to individuals with learning disabilities and/ or autism, as well as setting up Peer Groups.

Reporting to the Careers & Progression Manager the post holder will be responsible for providing IAG and signposting individuals with learning disabilities and/or autism to appropriate services.

It is essential that the post holder has been working in a similar background. The post holder is required to fulfil a range of IAG and administrative duties that support the efficient delivery of the Peer Contract.

The role is subject to an Enhanced DBS check.

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

Administrating & ICT

Develop, coordinate and manage a timetable of 'Walk in IAG and Brief Support' sessions across a specified area of the County on a 1-1 face to face basis and in group sessions.

Support the Careers & Progression Manager in the accurate recording of service documentation, to ensure timely and accurate reporting to commissioners and key stakeholders.

Job Specific Technical/Manual

Monitor, review and develop provision in co-production with people who use/may use the service and other key stakeholders, to meet local needs.

Research IAG resources and materials appropriate to customers' needs and to keep up to date on learning and work opportunities and trends.

Engage people with Learning Disabilities and/or Autism to set up Peer Support Groups within a specified area.

Support the Careers & Progression Manager in scoping the delivery for potential volunteers where a need for a volunteer is identified.

Supporting, Advising & Guiding -including Cust Service

Provide IAG on welfare benefits, housing, social inclusion and community groups, courses and available learning support that support people to make informed choices that meet their needs.

Produce individual action plans for participants completing and maintaining in a timely, accurate and secure manner.

Ensure that advice given supports EDI and complies with all relevant policies, legislation and quality standards (e.g. matrix and Ofsted's common inspection framework).

Systems and Standards; Compliance

Process data and documentation within required deadlines and GDPR procedures.

Work within the programmes quality framework to ensure that services delivered meet the standards required for the contract.

Ensure safe working practices are maintained as set out within company policies and/or procedures as well as operating within service guidelines if/when people require crisis support.

Managing Relationships (Interpersonal and Delivery)

Develop and maintain relationships with partner organisations and other stakeholders within the community that will support people who access the service to maintain/increase their independence and achieve their goals.

Marketing/Business Development

Promote the service, its activities and purpose.

1. Know-How:	The skills, expertise, and training required for the job are:- • Good general standard of education at Level 2 (including English and Maths) • Experience of working with people with learning disabilities and/or autism. • Proven application across a range of IT software • Proven application of effective Health, Safety and Welfare (Safeguarding & Prevent) practice • Ability to schedule own workload, within agreed parameters and some direction, over very short timescales. • Professional telephone manner and ability to communicate with people at all levels face-to-face and via email • A positive, flexible attitude to working both in a customer-facing role and within a team environment. • Confidence in dealing with emotionally challenging situations. Specific qualifications or training desirable to the job are:- • Level 4 in IAG/Coaching/Mentoring, or equivalent • Care Qualification / certificate (<i>desirable</i>) • Demonstrable competence of a MS Office environment particularly Word & Excel.
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	• Experience of monitoring, reviewing and evaluating service delivery, implementing change and improvements • Ability to analyse data to inform decision making The amount of forward planning required in the job is:- • Medium - Experience of successful operational planning and short term projects. The type of communication and interaction needed in the job is (normal levels of courtesy; the need to persuade or influence others; influencing others to the point of changing their behaviour and motivation) • Good levels of influencing and negotiation skills, to ensure effective multi agency working • Ability to work effectively in a team environment at all levels • Excellent communication skills that relate to differing audiences and levels of ability; this will include multi-agency professionals, as well as people with communication difficulties. • Critical and/or Reflective thinking
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2. Problem-Solving	The level of analysis, evaluation and problem solving required in the job are:- medium • Ability to plan daily workload, as directed by Careers & Progression Manager • Reactive support to day-to-day issues that will usually be guided by established processes/protocols. • Creative, knowledgeable in trouble shooting and resolution of individuals issues and concerns to satisfactory outcomes. The level of creativity and/or original thought to resolve issues is:- medium • The post holder will have opportunities to actively contribute to the continuous improvement of service delivery. • Understanding of signposting and onward referrals to support individuals needs at the time of intervention and brief support if required there afterwards. The level of creativity and/or original thought to resolve issues is:-
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	Medium levels of autonomy • The post holder will be required explore a range of options with individuals to meet their needs and agree an appropriate course of action. • The post holder will be required to work flexibly and creatively with stakeholders to develop an innovative and needs led service • Structured problem solving skills with a high degree of logic. • Excellent organisational skills, able to prioritise and manage workloads and people to meet deadlines and deliver services that meet legal and contractual obligations
3. Accountability	The amount of freedom to make decisions in the job is:- • Within the framework of budget limitations this role allows for freedom in local decision making on the appropriate design and delivery of the service • Shared responsibility for achievement of the services key performance indicators • Shared responsibility for effective management of allocated budget Medium: • Most decisions will be guided/directed although it is recognised that initiative will need to be employed when dealing with visitors face-to-face. Nature of impact:- • Accurate recording and safe storage of information is an essential element to the successful achievement of the Peer support service. Magnitude of impact:- • The adult learning service constitutes one third of the company's revenue. Whilst there is an impact on successful achievement of aims, should the post holder not carry out own work efficiently it is mitigated through detailed guidelines and under the direction of management.

These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We

expect you to adopt a flexible approach to your role but will consult you about significant change.

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