

## CCDG Job Specification

<b>Job Title:</b>	<b>Careers Adviser</b>
<b>Created on:</b>	<b>30/4/2013</b>
<b>Reports To:</b>	<b>Team Managers</b>
<b>Division/Dept:</b>	<b>Delivery</b>

<b>Overall Purpose of Role:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>To provide professional guidance services, including consultancy to partner organisations, in order to improve clients' skills, knowledge and understanding for career planning and management.</b></li> <li><input type="checkbox"/> <b>To provide information, advice and advocacy that assists clients in making informed decisions, encourages learning and sustains them in appropriate education, training and/or employment.</b></li> </ul>
<b>Education, Qualifications &amp; Specific Training - essential</b>	<p>Qualified and experienced careers adviser:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Dip C.G.</li> <li><input type="checkbox"/> QCG</li> <li><input type="checkbox"/> NVQ Level 4 Advice and Guidance, plus the 3 QCF Level 6 units identified by the Career Development Institute (CDI) for 'unconditional' entry to the professional Register</li> <li><input type="checkbox"/> QCF Level 6 Diploma in Career Guidance and Development</li> </ul>
<b>Education, Qualifications &amp; Specific Training - desirable</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Welsh language skills.</li> <li><input type="checkbox"/> Use of Microsoft packages, especially Word and Outlook</li> <li><input type="checkbox"/> Use of client databases, especially Cognisoft IO</li> </ul>
<b>Knowledge/Skills/Experience (*=essential)</b>	<p>*The ability to contribute effectively as a member of a team.</p> <p>*An effective approach to developing client skills and knowledge, and a commitment to excellence.</p> <p>*Ability to communicate with, and gain the confidence of, staff and managers from partner organisations</p> <p>* An in depth understanding of the careers sector, career guidance theory, current research, government and company policy and the ability to communicate this to others through learning and development</p> <p>*Excellent oral, written and group facilitation and presentation skills.</p> <p>*Capacity to develop and deliver high quality learning and</p>

	<p>development activities, including group sessions.</p> <p>*Ability to respond to changes in the delivery of services to clients, and in meeting the demands and priorities of new CIAG interactions.</p> <p>*Ability to collate and analyse statistical information.</p> <p>*Ability to make judgments on standards of service.</p> <p>*Capacity to be self-managing, prioritising activities.</p> <p>* IT skills in Microsoft Office applications and Company systems.</p> <p>*Demonstrable understanding of confidentiality and data protection.</p> <p>*Demonstrable understanding of equality of opportunity, including the issues and concepts of working within a bilingual society</p>
<p><b>Behavioural Traits</b></p>	<p><b>Aptitudes:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> innovative or creative thinking</li> <li><input type="checkbox"/> capacity to learn and develop</li> <li><input type="checkbox"/> decision-making</li> <li><input type="checkbox"/> influencing (negotiation, persuasion, motivation)</li> <li><input type="checkbox"/> flexibility</li> <li><input type="checkbox"/> planning</li> <li><input type="checkbox"/> analytical thinking,</li> </ul> <p><b>Personal Qualities:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> commitment to excellence</li> <li><input type="checkbox"/> willingness to embrace change</li> <li><input type="checkbox"/> aspiration to achieve sector leading practice</li> <li><input type="checkbox"/> desire to help others learn and develop</li> <li><input type="checkbox"/> achievement focus</li> <li><input type="checkbox"/> self-reliance</li> <li><input type="checkbox"/> self-awareness</li> <li><input type="checkbox"/> empathy</li> <li><input type="checkbox"/> assertiveness</li> <li><input type="checkbox"/> detail consciousness</li> </ul>

<b>Key Inputs:</b>	<b>Key Outcomes:</b>
<p>1. Provide impartial, unbiased and focused guidance, advice and information through a mixture of face-to-face, telephone and electronic 'interactions' to the full range of clients.</p>	<p>1.1 Individual guidance activities are delivered, e.g. interviews and transitional reviews, to the required standards, promoting equality of opportunity and discouraging stereotyping.</p> <p>1.2 Client services are effectively delivered using telephone, email, web-based and other electronic facilities.</p>

<p>2. Skilfully use assessment tools and techniques in order to help clients identify any barriers to their effective engagement in education, employment and/or training.</p>	<p>2.1 Clients identify the barriers that inhibit their entry to, and sustaining of, opportunities in education, employment and training, and receive appropriate support in overcoming them</p> <p>2.2 Clients' needs are diagnosed through a proficient use of assessment tools and techniques</p>
<p>3. Generate and maintain client records and reports in support of the career planning services they have received, including summary of any agreed actions.</p>	<p>3.1 Client records are kept up-to-date and according to the Company standards and requirements.</p> <p>3.2 Appropriate actions for clients are agreed and mediated in their interests. These actions are also recorded on the database and reviewed as agreed with the client.</p>
<p>4. Improve clients' career planning and understanding of the world of work through delivery of group sessions.</p>	<p>4.1 Facilitate, deliver and participate in group sessions on subjects agreed with clients or partner organisations, including key topics such as skills valued for employment, the labour market, effective job search, opportunities for learning, and how to overcome the barriers to engaging in education, employment and training.</p>
<p>5. Provide clients with access to appropriate guidance, suitable opportunities, advocacy and improved Careers and the World of Work (CWW) and other related learning outcomes.</p>	<p>5.1 Participate in negotiations with partner organisations, planned and agreed activities, and maintain regular contact with key professionals and support agencies.</p> <p>5.2 Develop and maintain a good working knowledge of opportunity providers, employers and other agencies in order to advocate on behalf of clients, be up-to-date on information, labour market intelligence and have an understanding of employer requirements to effectively refer and signpost clients.</p> <p>5.3 Provide consultancy and support to partner organisations, notably schools, in order to facilitate improvements and impact in the services they offer for clients' career planning and understanding of the world of work.</p>
<p>6. Meet customer expectations and help develop services to clients by being fully committed to Company codes of practice, the</p>	<p>6.1 Performance is improved by taking account of previous achievements, client entitlements, contractual requirements and customer and client expectations and feedback.</p>

<p>achievement of objectives, and improving quality and performance.</p>	<p>6.2 A high quality of service delivery is attained and sustained through reflective practice, taking part in learning and development activities, and being proactive in identifying training needs.</p> <p>6.3 Services and performance are improved by fully participating in the tracking, follow-up and evaluation of client impact and outcomes.</p>
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<p><b>Health and Safety Statement</b></p>	<p>Every employee has a responsibility under the Health and Safety at Work Act to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Comply with the Health and Safety Policy, the Health and Safety Management Plan and all company safe work practices</li> <li><input type="checkbox"/> Ensure the safety of themselves and others in the workplace</li> <li><input type="checkbox"/> Immediately report any unsafe condition, dangerous occurrence or injury to their line manager</li> <li><input type="checkbox"/> Ensure they are able to competently and safely perform any work they undertake</li> <li><input type="checkbox"/> Co-operate with the Company on all matters of health and safety</li> </ul>
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<p><b>Safeguarding Statement</b></p>	<p>The Company is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all its employees to show this commitment.</p> <p>In order to be employed in this post, you will need to have a satisfactory Enhanced Disclosure and Barring Service report. DBS checks will be undertaken as part of the recruitment of successful applicants and will be renewed every three years</p>
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