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Access to Industry Application Pack

Post: Caseworker

Project: All in Dundee

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Thank you for your interest in applying for a position with Access to Industry.



Job Description

Job Title	Caseworker	Accountable to	AI Management Team
Working Hours	Full time 35 hours per week	Location	Dundee
Salary Grade	£24,000-£27,000	Length of Post	31 March 2023
Programme	Dundee Employability Pathway: ESF 2014-2020	Project	All In Dundee Consortium

About the Role: An opportunity has arisen to join Access to Industry (AI) working within our Dundee Project. You will be a self-starter, creative and have the skills and sensitivity to guide long term unemployed individuals towards employment. Your role will be to work one-to-one with individuals on an outreach basis, creating action plans and goal setting alongside progressing them into skill-based training and employment opportunities.

KEY Responsibility areas will include:

Service Delivery: The role is to provide employability support to people who have a history of offending.

Casework: The role will focus on engagement and building positive relationships with clients. You will formulate an action plan with each client to build goals and plans that are individualised to their needs, providing focus and structure to meetings, and supporting them to build confidence and progress into positive destinations. Offering guidance around disclosures, CV support and mock interviews. Creating opportunities for your clients to progress into skill-based training, employment, and education.

ESF Project: This role is funded through Dundee City Council and European Social Fund, which requires strong skills around collating evidence and record keeping. The project is part funded through ESF so involves enhanced levels of data management using Dundee Council's OSCER, data management system. It requires strong evidence gathering to meet compliance regulations. There are regular audits carried out which requires meticulous case recording. Excellent written skills and record keeping.

Partnership Working: You will form strong relationships with Dundee Community Justice and be co-located within their premises two days per week to build referrals and engagement/sustainment on the pathway. You will play a part in the wider team of Access to Industry through attendance at internal meetings and participation in shared services across the teams. As Part of the All in Dundee Consortium, led by Enable, you will form strong relationships with the 5 partners involved in the delivery of Employability across Dundee, understanding each of their specialism and role within the pathway. You will also support the staffing and delivery of support to clients through the community hub space that is being created within the Overgate Shopping Centre in the centre of Dundee.



Client Outcomes: The role will involve progressing clients into employment and supporting clients for up to 52 weeks whilst they are in work. This support can involve: upskilling to gain promotion; in work support to improve their contract from part-time to full-time or to change jobs; other group work programmes as part of the All in Dundee Consortium. In addition to employment outcomes will be in the form of skills-based training and progression into volunteering, education, and further training.

Quality Assurance: Maintaining excellent case management records through case recording using OSCER data management system. Ensuring all aspects of file management is compliant with ESF and the All in Dundee Pathway.

Administration: To administer all aspects of the project from referrals, support, training, and progression routes.

System Management: To ensure that all systems and procedures relating to the delivery of the service are maintained and used effectively. Maintain excellent computerised data management.

Establish a system to provide support to people in a positive and motivational way.

Health & Safety and Property Management: Ensure a healthy and safe environment and the protection and best use of property and equipment by implementing and observing policies and procedures. Ensure that all work placements and opportunities are carried out in accordance with Health and Safety legislation and good practice.

Communications: To engage in effective communication with external agencies, including referring agencies, specialist providers, employers, colleges, and training providers, to build and sustain the referral mechanisms. To engage with internal reporting procedures as directed. To actively support project marketing and to build effective links with agencies and service providers. Provide written and verbal reports based on the progression of the project.

Other Requirements: The post holder will be expected to work 35 hours per week and to organise working time in such a way to maximise the efficiency of the Service. The post holder may be required to undertake evening and weekend working and any other tasks deemed appropriate to this position in negotiation.

Person Specification

Key Areas	Essential	Desirable
Qualifications and Attainment	Educated to degree level or equivalent.	A qualification in Criminal Justice; Career Guidance or Community Education.
Knowledge and Experience	Experience of case management within an outreach capacity and awareness of the challenges and opportunities this brings.	Experience within an educational and employability role.
	Demonstrable ability to monitor projects to ensure outcomes are achieved.	Knowledge of employer engagement with vulnerable people.
	Ability to motivate and engage people in progression routes.	Experience of working within a multi-agency consortium and the opportunities and challenges this brings.
	Target driven and be able to cope with working in a challenging and exceptionally demanding environment.	Experience of ESF compliance and Dundee City Councils MIS system OSCER.
	To have excellent communication skills working effectively with internal and external colleagues and partners.	Awareness of the issues of widening access to employment for vulnerable people.
	Excellent monitoring skills and ability to gather evidence of client eligibility, progressions, and outcomes.	Experience of planning events or implementing programmes.
	Proven organisation skills.	
	Excellent IT skills and ability to use email; internet; databases and MIS systems.	
Additional Requirements	You will be empathetic to AI client groups and be a dynamic and enthusiastic person that is approachable to both staff and clients, whilst motivating and inspiring to your staff team.	
	You will be passionate towards the role and committed to ensuring that the clients will receive the best service possible.	
	Ability to manage independent travel throughout Dundee and manage time effectively.	
	You will be determined and flexible in order to achieve your and the team's goals.	

About Access to Industry

About the Partnership:

All in Dundee – Employability Pathway Service Outline Launched in late 2019, The Discover Work Employability Pathway is a regional employability service, designed to best support the people of Dundee City. Funded jointly through European Social Fund (ESF), and Challenge Fund, the service is led by Dundee City Council. All in Dundee (ENABLE Works; Access to Industry; Barnardo's; DEAP; One Parent Families Scotland; Project Scotland) delivers support to clients with physical and/or mental health barriers to employment. The Employability Pathway is an uncapped, unlimited service – meaning we have the capacity to take on anyone we can and will support clients for the full duration of the service, until June 2023. The primary aim of The Employability Pathway is to support every client in a tailored and holistic way, to move them into sustainable and secure employment.

The Employability Pathway has access to all other services under the Discover Work umbrella and has access to a wide range of external, additional support. Service Specifics Eligibility – clients must live within the limits of Dundee City, be unemployed, and have a physical or mental health barrier. Service is uncapped and unlimited. We can take referrals from any source and, complete the registration internally. DWP Referral forms are the quickest referral method from Jobcentre Plus. Service is delivered from various locations across Dundee City.

All in Dundee partnership set-up means we deliver end-to-end service, with expertise in supporting across a wide range of areas, such as: Confidence Building & Motivation; Managing Health for Work; Disability Support in the Workplace; Supported Volunteering; and Accredited Training & Qualifications.

AI's main role within the All in Dundee Pathway is to engage with unemployed people whose barriers to employment are around their involvement with the justice services. In addition to this the clients will have complex and compounding health and social care needs, with many in recovery from substance use. Our focus is around removing these barriers, supporting clients with disclosure work, engaging with employers around employing people with disclosures and supporting clients who are furthest removed from the labour market to build skills and confidence to progress into employment. As a result of this specialism, we do receive referrals within the partnership to focus on disclosure for their clients.

Staff Development

Access to Industry supports individuals who can have complex needs that act as a barrier to progression. We are constantly reviewing the skills of our employees and developing these so we can best support our staff to meet the needs of our clients. On joining Access to Industry, as part of your initial induction and dependent on your role, training may include:

- Benefits training
- Mental Health First Aid
- Motivational Interviewing
- ASIST – Applied Suicide Intervention Skills Training
- Living Life to the Full – training in course delivery
- Conflict resolution – de-escalation
- Disclosure Scotland Training



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How to Apply

Access to Industry Caseworker – Dundee

Application is through a CV and a Supporting Statement.

- All applications should be marked 'CONFIDENTIAL: Caseworker Dundee'.
- CVs should include two referees one of whom should be your most recent employer. We will not contact referees prior to interview.
- The supporting statement should demonstrate your experience and how this match with our requirements. This additional information should be confined to a maximum of two sides of A4 in minimum font size 11. Additional information over this limit will not be considered. Generic statements not contextualised for the post will be discarded.
- Closing date for applications is noon on Monday 16 May 2022.
- Interviews will be held on Wednesday 25 May 2022.

Applications should be sent to:

Email: admin@accesstoindustry.co.uk

Postal: Access to Industry, 156 Cowgate, Edinburgh EH1 1RP

Terms and Conditions of Employment

Access to Industry: Caseworker

Salary

Salary for this post will be £24,000-£27,000. Appointment dependent on experience. AI operates an auto enrolment pension. AI contribution is 6%; employee contribution is 2%.

Annual leave

Entitlement is 25 days per annum. Public holiday entitlement is 10 days per annum.

Working Hours

35 hours a week Monday to Friday. Some evening and weekend work may be required.

Equality and Diversity

Access to Industry work towards the three aims of The Equality Duty in order to:

- eliminate unlawful direct or indirect discrimination, harassment and victimisation and other conduct prohibited by The Equality Act 2010.
- advance equality of opportunity between people who share a protected characteristic as set out in the Equalities Act 2010 and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

Performance Review

A three-month probation review period will be in operation.

Disclosure

Successful candidates will be required to complete an enhanced PVG.

Appointment is subject to satisfactory references, disclosure and right to work.

Recruitment Privacy Statement

How We Use Your Data for Recruitment

Background

This privacy policy covers how we Access to Industry collect, use, store and protect the data that is supplied to us by job applicants and agencies.

Our Commitment to Job applicants

We believe completely in equal opportunities and will treat all applicants fairly with no discrimination.

We never knowingly provide misleading information about the nature of the role. We would never charge a job seeker a fee for the purpose of finding them a role.

We are committed to managing your personal information securely and with respect in accordance with the General Data Protection Requirements (GDPR).

The information we collect may cover the following:

- Contact information (name, address, phone number and email address).
- Information from CV or application form or covering letter (education, skills, and qualifications).
- Health records (Night Worker assessment forms, Health questionnaires) where required as part of the role.
- Occupational health report (Higher level screening required for role) with Access to medical records consent being given by the applicant.
- Criminal convictions/offences/protecting vulnerable groups information from Disclosure Scotland where a requirement for the role.
- References from the named referees that the applicant provides and only with the applicants' consent.
- Visa and proof of the right to work in the UK documents.
- Employment records (including job titles, work history, working hours, training records and professional memberships).
- Salary, annual leave, pension, and benefits information.
- Access to your DVLA portal.

We may also collect, store and use 'special categories' of more sensitive personal data which require a higher level of protection such as information about your race or ethnicity, religious beliefs, sexual orientation, and political opinions. Also, information about criminal convictions and offences.

Purpose of collection

The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our Organisation, and to check that you are legally entitled to legally work in the UK.

To enable us to make recruitment decisions and assess suitability for particular work, we will process information about criminal convictions and offences (including



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alleged offences).

We will process this information to enter a contract with you, to comply with a legal obligation, for our legitimate interests and to exercise or perform employment law rights or obligations.

Any offer of work from us will be subject to a satisfactory criminal record check to allow us to perform our public task and comply with our statutory obligation.

Processing criminal conviction data requires the same safeguards as 'special categories' data.

How the information is held

Most information is transmitted by email and is stored on our computers, and paper-based filing.

All this information can only be accessed by authorised staff within our Organisation. Our staff are trained to understand the importance of keeping personal data secure. Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely shredded and computer records deleted. Only if we have asked, and you have given your consent for the data to be held, will this not apply.

Disclosure

We may disclose the information for the purpose of obtaining referees. Where additional information is required, the information may be obtained from Disclosure Scotland, your GP or an Occupational Health professional only after you have given your consent.

You have specific rights in connection with personal information: request access to your personal information; request correction of the personal information that we hold about you; request erasure of your personal information; object to processing of your personal information where we are relying on a legitimate interest; request the restriction of processing of your personal information; request the transfer of your personal information to another party and the right to withdraw consent.

Complaints

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to the Finance Administrator who has responsibility for Data Protection within our Organisation stating the details of your complaint (finance@accesstoindustry.co.uk). We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 24 hours, and we aim to resolve any complaint within 5 working days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.



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Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office. If you are not satisfied by our response you may complain to the ICO.