



GL11 Community Hub

Job Description

JOB TITLE:	Employment Support Worker (GEM Navigator Developer)
REPORTS TO:	Lead Employment Support Officer
HOURS:	20 hours pw for 50 weeks pa (fixed term contract to 31 December 2022)
SALARY:	£19,200 pro rata

BACKGROUND:

The GEM (Going the Extra Mile) project is a partnership of community-based organisations, managed by Gloucestershire Gateway Trust on behalf of Gloucestershire County Council. GEM aims to engage and support individuals within Gloucestershire who are currently dealing with circumstances that are potentially causing barriers to work and move these individuals closer towards education, training, or work, including self-employment.



GL11 Community Hub, Fairmead, Cam, Gloucestershire, GL11 5JS

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JOB PURPOSE:

To work closely with GL11 GEM lead worker to deliver the GEM project to meet project outcomes and provide intensive day to day one to one support to project participants to build their stability, confidence, motivation and readiness to learn, and ultimately move them closer towards education, training, volunteering or work, including self-employment. This project is funded by the European Social Fund & the National Lottery Community Fund and has in-depth monitoring that requires thorough and meticulous attention to detail.

Key tasks

Support work

- To promote the project and engage with potential participants
- To check the eligibility of each participant prior to their commencement on the project
- To develop a one to one relationship with project participants, building confidence and trust
- To undertake an assessment with the participant, using a common assessment framework
- To identify and find solutions to overcome multiple barriers faced by the project participants
- To identify the past work experience, education, skills, circumstances, interests, personality and aspirations of the project participants
- To develop and agree a Personal Action and Development Plan with the project participants
- To meet regularly with the project participants to review progress and adjust the Action and Development Plan as necessary
- To complete exit interview and all appropriate exit paperwork

Administration

- Deliver defined project outcomes
- Provide monitoring reports to regular schedule
- Work to deadlines and targets
- To ensure all necessary paperwork, including monthly timesheets, a project monthly report is completed and submitted



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- To ensure all returns are accurate, complete and submitted on time
- To be self-servicing for all aspects of administration

General

- To develop and maintain relationships with delivery partners and other providers
- To work pro-actively as part of GL11 staff team to support activities/events
- To work with all staff/volunteers to deliver the aims of the organisation and other reasonable duties as the Head of Operations requests
- To work within GL11 Community Hub policies, including Health and Safety, Equalities and Confidentiality

Person Specification: Essential

- Experience of working with vulnerable or disengaged people
- Experience of delivering support work within the community
- Person centred and empathetic approach
- Excellent interpersonal and communication skills (written and verbal)
- Strong relationship management skills
- Well organised and able to prioritise tasks effectively
- Excellent attention to detail
- Flexibility and enthusiasm
- Commitment to ensuring equality of opportunity and access for all

**The GEM Project is jointly funded by the
National Lottery Community Fund and European Social Fund**



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