

## WORKING CHANCE JOB DESCRIPTION

**Job title:** Employability Support Officer  
**Responsible to:** Head of Employability  
**Location:** Islington, London (currently remote working due to Covid)

### PURPOSE OF ROLE

Alongside three other Employability Support Officers, the purpose of this role is to work with women with convictions who are looking for employment to help them to build confidence and become work-ready.

### MAIN DUTIES AND ACTIVITIES

- Carry out initial assessments and registrations with women (some of whom may currently be in prison) who are interested in engaging with Working Chance; assess any needs the women have that might act as a barrier to employability; register them on our database.
- Build relationships with an assigned caseload of women based on trust, rapport and mutual respect to help them become work-ready.
- Help to design and deliver our employability training workshops for women with convictions (on a range of topics covering soft skills such as wellbeing and confidence, and practical skills such as CV writing, interview skills and disclosure of convictions at interview to employers) which take place online, in the community and within prisons.
- Provide one-to-one support to women, including feedback on the CVs and disclosures and well as helping them to address any needs that might act as a barrier to their employability.
- Meet and maintain relationships with organisations who work with women with convictions to tell them about our work and encourage them to refer women to us and represent Working Chance at external events to help promote our services.

### PERSON SPECIFICATION

#### Essential knowledge and experience

- Experience of supporting women with one or more of the following issues: involvement with the criminal justice system, poverty/debt, domestic violence, mental ill-health, housing problems, addiction, childhood abuse, children being removed into care.
- Understanding of safeguarding principles and practice.
- Strong English grammar, writing and proof-reading skills.
- Experience of delivering group workshops.

#### Desirable knowledge and experience

- Knowledge of the criminal justice system.
- Personal lived experience of the criminal justice system.
- Experience of using a case management database.

### Skills, aptitudes and qualities

- Fantastic people skills - warm, approachable style, easily able to build rapport with individuals and in group settings.
- Confident delivering content (eg. training or workshops) in an engaging style in group settings.
- Non-judgemental and empathetic.
- Able to maintain professional boundaries.
- Emotional resilience; able to handle the potential emotional impact of working with people who have experienced trauma and multiple challenges.
- Highly organised and able to juggle a diverse workload.
- Empathy with the women we work with and a passion for the work of the charity.
- Solid general IT skills, particularly the main MS Office software.

### TERMS AND BENEFITS:

- Salary: £25,000 - 28,000 depending on experience.
- Hours: full-time (a standard working week at Working Chance is 35 hours)
- The post is permanent, subject to a six-month probationary period.
- This post is subject to an enhanced DBS check.
- Our office is one minute from Angel tube station.
- We have a pensions scheme and generous annual leave (25 days' holiday + three bonus days over Christmas and New Year + plus public holidays).
- We strive to be an equal opportunities employer and take equality and diversity seriously.
- All staff have confidential access to an Employee Assistance Programme.
- We invest in the training and development of our staff and have a continuous learning culture.