

Job Title:	Employment Support Officer
Reporting to:	Employment Academy Manager
Hours:	Flexible working is in place between the hours of 08:00 – 19:00 Work outside of these hours may be required in certain circumstances. Core working hours are 10:00 until 16:00, Monday to Friday.
Contract:	Full-time (35 hours per week)
Salary:	£28,000
Location:	The offices of The House of St Barnabas, 1 Greek Street, W1D 4NQ
Start date:	January 2019

“Enter The House of St Barnabas - A public-minded private members’ club in London is demolishing stereotypes” – Dazed and Confused

The House of St Barnabas (HoSB) is a charity pledging to break the cycle of homelessness. We run a social business, our not-for-profit members’ club in our Grade I listed home on Soho Square to help people prosper through paid employment, allowing them to break their cycle of homelessness. We are seeking to re-define the notion of a private members’ club, challenging stereotypes around ideas of exclusivity and creating a community united by a passion for social change.

Academy participants and graduates are at the heart of all we do. The journey for trainees starts with a 12-week Employment Programme offering onsite work experience and training throughout the club and charity offices, and continues with 12 months of mentoring and ongoing support from our Academy team.

When our programme is in progress, participants will be on work experience throughout the House; in the club spaces and in our offices. The HoSB team act as professional buddies to those in office-based roles, working closely with them to provide skills training and to set a positive example of ways of working. This one to one support throughout the programme gives the participant a nurturing environment to learn and flourish.

We are looking for a special individual to join us who is excited to play a part in people’s journey towards lasting paid employment and independence.

Job description

- Engage with, coach and support clients to make a successful transition into work.
- Contribute to employment programme graduates’ sustained employment by providing ongoing support for up to one year.
- Source job vacancies for employment programme graduates with employer partners and new employers
- Build and maintain relationships with employers.

- Help clients to develop themselves by providing advice and guidance on personal development and skills building.
- Take a holistic approach to supporting clients' needs, seeking and highlighting opportunities for change at the individual and programme level.
- Liaise with sector organisations and contribute to the recruitment of clients to the Employment Academy.
- Closely liaise with external agencies as appropriate to the ongoing support of individual clients.
- Maintain relationships with outside bodies to maximise ability to influence and seek the best outcome for House of St Barnabas and its clients.
- Develop professionally and identify opportunities in order to improve the level of service the House of St Barnabas offers to its clients.

Areas of responsibility

The Employment Support Officer will manage a caseload of Employment Programme Graduates. Graduates will be offered a holistic support package, to facilitate progression into sustainable paid employment.

Person specification

Essential Experience and Skills

- Experience of supporting clients who have experienced homelessness and long term unemployment to access work
- Experience of working with the issues faced by homeless and vulnerably housed people
- Experience of delivering employability related structured activities
- Proven coaching abilities including effective questioning and goal setting
- Excellent communication, negotiating, influencing and advocacy skills with individuals and external organisations
- Experience of supporting clients through the emotional challenges experienced during the transition to employment
- Experience of building partnerships with external agencies and businesses who can offer routes to employment
- Proven ability to manage complex, difficult situations and behaviour
- Experience of assessing risk and creating risk management plans

Essential Knowledge

- Up to date knowledge of welfare benefits and the effect of employment on benefits
- Knowledge and understanding of the London labour markets
- Knowledge of the end to end employment recruitment process
- A good understanding of the barriers to employment that can be faced by people who have experienced homelessness or other disadvantage
- Understanding of the causes and pathways out of homelessness

Essential Personal Attributes

- Client-centred, personalised and empowering approach
- Able to manage change and enjoy the dynamic environment of a social enterprise

- Confident with high levels of self-esteem and resilience
- Consistent, approachable and open behaviour
- Strong understanding of diversity and ability to work in an empathic manner
- Excellent written and verbal communication skills
- Able to work on own initiative without high levels of supervision
- Able to critically evaluate and reflect on own performance
- Reliable, with a willingness to work flexibly and work outside of office hours on occasion

Desirable Experience and Skills

- Relevant qualifications such as Information Advice and Guidance Level 3 or above, coaching training or qualification
- Recent experience of undertaking into-work benefit calculations
- Experience of sourcing jobs for people who are long term unemployed
- 2 years' work experience in a support or key worker role

What we can do for you - why working for us is so great

HoSB provides the following great benefits:

- The opportunity to make a meaningful impact, playing a part in people's journey towards lasting paid employment
- 33 days annual leave (including bank holidays)
- Half a day extra leave for your birthday so you can celebrate in style
- Flexible working hours (in line with business needs)
- Fun team days out twice a year
- Free Barista coffee from our club downstairs(!)
- Autoenrollment into our pension scheme
- Access to a whole host of amazing talks gigs and events
- Attending our amazing graduation ceremonies

How to apply

Please send a covering letter outlining why you would be suitable for this role together with your most recent CV to jobs@hosb.org.uk

As part of your application, you should also complete the following diversity and equality monitoring form: <https://www.surveymonkey.co.uk/r/NLJW9L5>

Closing date: Monday 3rd December 2018

Face to face interviews to take place on: Thursday 13th December

Please note: Due to the high level of interest in our organisation, we are unfortunately only able to acknowledge the individual applicants invited to interview.

You can take a look at how we use your personal data here: <https://hosb.org.uk/privacy-policy/>