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| Job Title: Case Manager **Job Description and Personal Specification** | |
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| **Job title:** | Case Manager |
| **Place of work:** | London |
| **Hours of work:** | Full time, 37 hours per week |
| **Salary/Grade:** | Operations – Practitioner |
| **Reports to:** | Operations Manager |
| **Level of screening:** | Application, Interview, References, Enhanced DBS |
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| Who we are | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

The Catch22 Employability division provides skills and employability provision on a range of programmes, both public and corporate funded. We pride ourselves on supporting the most disadvantaged in society to improve their prospects resulting in improved social mobility and sustainable positive change.

Our Employability division is expanding due to the procurement of a recent new contract which has been funded by Home Office and we therefore look to welcome a Case Manager.

The overarching aim of the REP is to enhance the support already provided to

refugees to help them integrate and become self-sufficient more quickly. The

design of the REP has been informed by the following guiding principles:

The Service should support refugees into sustainable employment, or

self-employment, more quickly. To guarantee timely and long-lasting

impact, the main objective should be to quickly support refugees into

sustainable work that is tailored to the individual refugee’s needs and

skills.

The Service should support a holistic approach through partnership

working. The journey to employability and securing work is supported by

many factors. The Service should align with existing local services to

ensure a joined-up package of support for each refugee.

The Service should be accessed only by those who require extra

support. Refugees should access mainstream services such as the DWP

Job Centre Plus (JCP) Network and the DfE Adult Education Budget

(AEB) as the primary offer of support. This Service should only seek to

support those who are assessed as needing additional support in

addition to these services (in that they would not be able to progress to

self-sufficiency with mainstream support alone).

The REP will provide a package of tailored support for refugees who face

barriers to employment which cannot be fully addressed by mainstream

employment programmes. The REP will deliver across three pillars of activity:

employment support, English language support and integration support.

You will report into the Operations Manager and will work alongside a large team to support our REP contract.

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| Where you fit in |
| Working within our Employability division, this is an outreach-based role (London) You will be an experienced Case Manager working within local communities to support service users to progress into apprenticeships, employment, education and training opportunities. | |
| Main Duties & Accountabilities |

**Operational**

To deliver a range of supportive interventions to help a wide range of participants achieve sustainable employment.

To effectively engage participants and attach them to existing and new employability programmes/interventions.

To deliver high quality end to end Information, Advice and Guidance to participants on our employability programmes.

To induct, assess and `on-board’ participants.

To promote and develop the mind-set, emotional intelligence qualities, self-confidence and esteem so that the participants succeed in the world of work.

To prepare CVs, cover letter and job/apprenticeship application forms with participants.

To introduce participants to a `strengths based’ recruitment approach to succeeding in job interviews.

To undertake job search with the participants using relevant web-based software and packages.

To short list, pre-select and match/submit participants to vacancies/work experience opportunities generated by the Catch22 account management team

To prepare job packs on specific vacancies/work experience opportunities for participants.

To arrange interviews for participants where appropriate.

To prepare participants to a high standard for interview with employers.

To engage and maintain regular contact with participants at agreed intervals to ensure they sustain their job or apprenticeship.

To deliver high quality In Work Support which effectively sustains participants for a minimum of six months.

To ensure participants demonstrate and sustain progression into apprenticeships and employment.

To support with the delivery of any Job Fairs, Workshops and Seminars both face to face and remote that prepare participants ready for the world of work.

Proactively working with other organisations and the local community to identify appropriate support or opportunities for your clients

To take responsibility for delivery Catch22 operational targets.

To ensure case management/performance management systems are in used effectively in accordance to the requirements of the delivery contract.

To ensure that timely input and communication of key documents and information is delivered.

To ensure contractual compliance is maintained to the highest standard at all times.

To ensure Catch 22 compliance is maintained to the highest standard at all times.

Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.

Ensure the implementation of Catch22’s Diversity & Equality policy statement.

Comply with Safeguarding/Prevent, Health and Safety policies and procedures.

Ensure the implementation of Catch22’s policies and procedures.

Carry out other such other relevant duties, as required.

**Other**

Seek to improve their own performance, contribution, knowledge, skills and participate in training and developmental activities as required.

Ensure the implementation of Catch22’s Diversity & Equality policy statement.

Comply with Safeguarding/Prevent, Health and Safety policies and procedures.

Ensure the implementation of Catch22’s policies and procedures.

Carry out other such other relevant duties, as required.

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| Qualification |

**Essential**

Experience within the employability sector.

**Desirable**

Experience of delivering services in the Employability sector.

IAG Level 3.

Member of the IEP.

ERS Level 3 Certificate or Diploma.

Coaching qualification.

Experience and knowledge of strength based recruitment.

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| What does good look like for this role? |

Developing strong relationships with referral partners, customers, training providers and employers.

Strong interpersonal skills. Approachable, adaptable and supportive to the range of stakeholders involved in this programme.

Ability to develop strong rapport.

Service is delivered in line with contract requirements and all targets are met.

Service is delivered in budget and margin is met.

Service is delivered safely, and risks/areas of underperformance are identified and managed appropriately.

Hub outcomes are achieved.

Service users have a positive experience and achieve their goals.

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| Additional Information |

**Salary:**  27,500 – 30,000 per annum

**Contract:** Full time 37 hours per week. Some evening and weekend working may occasionally be required.

* 28 days annual leave + bank holidays, rising to 33 days with service.
* Pension scheme with matching contributions of up to 4%
* Discounted shopping opportunities

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| Organisational Relationships |

Reports to the relevant Operations Manager.

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| Job Title: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** |  | Qualification in Careers Guidance (QCG) or NVQ Advice & Guidance  Coaching qualification |  |
| **KNOWLEDGE** | Knowledge of approaches including those relating to coaching, emotional intelligence that ensure people are well prepared for the world of work  Sound knowledge of the local labour market |  |  |
| **EXPERIENCE** | Experience of providing high quality CV, job search, interview support to learners/job seekers  Experience of providing high quality coaching support that ensures access employment and apprenticeships  Experience of coaching and advising towards careers in a broad range of sector  Able to build a learners/job seekers self-confidence, self-esteem, motivation to help them achieve in the world of work and lasting employment/career development  Experience of liaising with employers to arrange interviews and getting feedback on candidates.  Identifying skills and qualities in a learner to match appropriately with vacancies  Progressing learners and job seekers into apprenticeships and employment and sustaining them in these  Ability to build and maintain strong working relationships with referral partners and other stakeholders |  |  |
| **SKILLS & ABILITIES** | Positive, enthusiastic approach to problem solving with a “can do” attitude  Strong written and spoken communication skills  Ability to gain people's confidence and put them at ease  Be persuasive, persistent and patient  Be able to cope with pressure  Be flexible and adaptable and self-motivated to deliver on own and team objectives  Have good organisational and administrative skills  Have the ability to prioritise  Have excellent all round ICT skills  Be able to work to deadlines and produce reports  Target and results driven | Can use performance management systems  Can work well to KPI’s and targets |  |
| **OTHER** | Share Catch22 values  Awareness of and commitment to Equality & Diversity  Willing to travel and work flexibly  Desire to develop and undertake training as required  Able to work flexibly to meet the needs of the programme; this may include some evening and weekend working. |  |  |