



### The Salvation Army Mission Statement

Called to be disciples of Jesus Christ, The Salvation Army United Kingdom Territory with the Republic of Ireland exists to save souls, grow saints and serve suffering humanity

### Employment Plus Vision

A just and inclusive world where there is opportunity for all.

### Employment Plus Statement of Purpose

Motivated by the Compassion of Christ, The Salvation Army Employment Plus seeks to help unemployed and under-employed people to be independent and to achieve their full potential by making a positive difference in their lives.

### Employment Plus Core Values

All our work is based on Christian principles. All employees are expected to carry out their duties in accordance with our core values:-

- Integrity
- Accountable
- Compassion
- Passionate
- Respect
- Bold

Everything we do will be underpinned by our core values demonstrated within our daily practice and measured against our Strategic priorities of Transformation, Integration, Discipleship and Effectiveness.

### Employment Development Coordinator - Overall Purpose of the Role

The job exists to co-ordinate an open-access Employment Plus Local service which will assist individuals in addressing barriers to finding and sustaining employment or in becoming digitally included. The job involves identifying, developing, securing and helping sustain appropriate work opportunities for unemployed persons within the local community.

It involves engaging, training and managing a team of volunteers. It involves close working partnerships with Homelessness Services, Community Services and Corps, to support those in the community experiencing unemployment.

**Responsible to:** Regional Manager or as delegated

**Responsible for:** No Line Management Responsibilities

**Salary:** London pay band 05



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**Mission Development Plan**

The work of Employment Plus is underpinned by our Mission Development Plan. In this document we have set out to ensure that our programmes seek to help unemployed and under-employed people to be independent and to achieve their full potential by making a positive difference in their lives.

This plan is underpinned by the Territorial Strategic Objectives T.I.D.E. Focussing on people who find themselves at the margins of our communities ensuring greatest impact and speaking with a prophetic voice to effect change in policy and practice for the ends of social justice.

**Transformation**

- We seek to better understand and meet the needs of people
- Develop quality relationships
- Journey with people as they develop their lives and relationships

**Integration**

- Creating appropriate partnerships internally and externally
- Learning from one another by sharing knowledge and information

**Discipleship**

- Enabling people to have meaningful spiritual conversations
- Identify, develop and provide resources and training

**Effectiveness**

- Being good stewards of resources entrusted to us
- Maximising the allocation of resources and support given on the front line
- Making a space for urgent needs
- Empowering people to fully participate in mission
- Holding each other accountable for the effective delivery of mission

All job descriptions will be linked to these performance areas and measured against the required standards.



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### Outline of Duties

#### Transformation

- Ensuring compliance with The Salvation Army’s Equality & Diversity policy and procedure; and
- Ensuring that the service continues to contribute to the Christian mission of The Salvation Army.
- Interacting with participants professionally, compassionately and in a way that reflects the values of The Salvation Army.
- Engaging, training and line managing volunteers;
- Helping build motivation, confidence and life skills of participants;

#### Integration

- Researching local labour markets and unemployment data, to ensure that the service is directed appropriately;
- Drawing on research and experience to influence the direction of the service for the benefit of those experiencing unemployment;
- Building and maintaining good relationships with employers and other relevant contacts with a view to securing vacancies or placements for participants;
- Securing employment, placement and training opportunities for participants, including by cold-calling employers;
- Working collaboratively with colleagues to match participants with suitable and meaningful employment or work placements;
- Providing in-work support to participants; with the aim of ensuring sustained employment; and
- Advising employers regarding their responsibilities relating to participants, once employed or on work placement.
- Working collaboratively with colleagues, ensuring that opportunities offered to participants are suitable and meaningful;
- Depending on location, working collaboratively with Homelessness Services staff, to ensure that an integrated service is provided to lifehouse residents;
- Working with other internal departments, including ‘Strategic Information’ (I.T.), to ensure that the service is effectively resourced;
- Engaging with the local community through outreach work;

#### Discipleship

- Encourage meaningful conversations with staff and participants about their wellbeing and signpost to Mission Development Manager if they require further conversation about spirituality
- Contribute to the completion of the ‘Mission Opportunities Assessment Tool’ (M.O.A.T) and Mission Development Plan (MDP)
- Ensuring, as far as possible, that participants’ spiritual needs are met through establishing relationships with the HSU chaplain where applicable



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Effectiveness

- Ensuring that employer engagement and case work duties are carried out to a high standard, either personally, or by volunteers with the appropriate skills;
- Reporting to the Regional Manager/Assistant Regional Manager in respect of responsibility for meeting Key Performance Indicators;
- Effective management of local participant expenditure and own purchase card where applicable, to ensure that service resources are allocated effectively;
- Ensuring that administration is carried out to an appropriate standard, as required by Salvation Army policy and procedure.
- Ensuring that the service is operating in line with current best-practice, including by reference to Employment Plus resources provided by staff at Territorial Headquarters
- Building and maintaining a 'live' database of employers and other relevant trade organisations;
- Ensuring all relevant checks and administration are carried out prior to a participant beginning a work experience placement
- Managing a case-load of participants;
- Setting up, using and maintaining a 'live' database of local referral/signposting networks;
- Preparing, reviewing and implementing an individual action plan for each participant;
- Planning and delivering appropriate training for participants, including individual and group sessions;
- Diarising and attending regular meetings with participants, to follow up on agreed action plans;
- Assisting participants to carry out tasks to achieve identified goals;
- Accompanying participants to meetings/appointments if required;
- Assisting participants to improve their digital skills, in line with current technology and best practice;
- Completing paperwork and electronic records in compliance with policy and procedure and minimum service standards where applicable.
- Maintaining positive relationships, built on trust, with participants;
- Carry out any other reasonable duties as requested



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### Person Specification

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The Essential Requirements indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under Desirable Requirements are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

Item	Factor	Essential (Minimum Requirements)	Desirable
1	Education Training Experience	<ul style="list-style-type: none"> <li>Educated to NVQ Level 3 or equivalent</li> <li>Good computer skills and ability to input data and maintain a database</li> <li>Must have or be working towards a Level 3 Employability Qualification within first 18 months in post.</li> </ul>	<ul style="list-style-type: none"> <li>Basic Health &amp; Safety Certificate</li> <li>Member of IEP</li> <li>Willingness to enrol on and complete Level 4 Employability Practitioner Apprenticeship</li> </ul>
2	General	<ul style="list-style-type: none"> <li>Strong communication skills both written and verbal.</li> <li>Experience in delivering high quality services to people suffering unemployment.</li> <li>Ability to set, work towards and meet deadlines</li> <li>Proven ability to be self-directing, planning and prioritising own work load.</li> <li>Fully competent in using Microsoft Office software and Lotus Notes</li> </ul>	
3	Special Aptitude & Skills	<ul style="list-style-type: none"> <li>Knowledge of the local labour market and minimum of two years in Employer Engagement</li> <li>Understanding of the standards/boundary requirements applying to working with vulnerable adults</li> <li>Experience of working with people in a business environment.</li> <li>Experience in marketing</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working with unemployed adults and those who have faced homelessness; knowledge of the difficulties and problems they experience in accessing employment</li> <li>Experience of working within a target driven environment. Knowledge and experience of H&amp;S law and policies</li> </ul>



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4	Disposition	<ul style="list-style-type: none"> <li>• In sympathy with the aims and objectives of the Salvation Army and empathy with the vision and purpose of TSA Employment Plus Department</li> <li>• Ability to achieve targets within a participant focused working environment</li> <li>• Excellent networking and relationship building skills</li> <li>• Desire to work with disadvantaged groups</li> <li>• Excellent communication, inter-personal &amp; listening skills.</li> <li>• Ability to influence and motivate others</li> <li>• Ability to Organise Own Work Load and Prioritise Tasks</li> <li>• Attention to detail - ensure that records are accurately kept and updated</li> <li>• Strong written communication skills, particularly the completion of forms</li> </ul>	
5	Motivation	<ul style="list-style-type: none"> <li>• A passion for transforming the lives of people disadvantaged by unemployment</li> </ul>	
6	Circumstances	<ul style="list-style-type: none"> <li>• Ability to work flexible hours</li> <li>• Ability to travel to promote project</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving license and access to a vehicle</li> </ul>



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