

Karmand Community Centre Outline Job Description

POST TITLE	Information, Advice and Guidance Officer	POST REF	
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The following information is furnished to assist staff joining the Karmand Community Centre to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted.

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used below, in which case all the usual associated routines are naturally included in the Job Description.
2. Officers should not refuse to undertake work which is not specified on this form but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.

PRIME OBJECTIVES OF THE POST

1. Maintains contact with all participants and undertakes weekly group and IAG sessions to support retention and achievement of programme objectives;
2. Maintains accurate and current information for participants;
3. Provides intensive one-to-one support for women to achieve the project outcomes;
4. Contributes to learner reviews;
5. Maintains information and organizes displays; supports progression of learners at end of programme;
6. Works closely with the tutors in providing IAG support integrated in the overall programme.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES

Responsible for contributing to programme delivery in regard to IAG input;
 Direct responsibility for the safekeeping of all confidential information of users of the service;
 Responsible for compliance with all policies and procedures.

SUPERVISION AND GUIDANCE

Directly responsible to the Project Co-ordinator, on a day-to-day operational basis within the overall organisational objectives laid down by the Project Director. The hours of work are Monday-Friday and 0.5FTE to be agreed with the Project Director. Works Monday – Friday 0.25FTE to be agreed with Project Director.

RANGE OF DECISION MAKING

Routine decisions associated with training provision. Own initiative and judgement to be used in requesting other agencies to deal with more complex cases.

RESPONSIBILITY FOR ASSETS, MATERIALS ETC

- Responsible for input to learner review documents associated with tutors and for all IAG information accuracy and relevance. Also for displays.
- Child welfare in the UK and child protection
- Pressures on the medical and health services and how to limit the use of accident and emergency services in non-emergency situations
- What constitutes discriminative behavior in the UK
- How to avoid penalties and fines about environmental issues.
- Your rights and obligations in rented private sector or social housing
- Researching topic areas to provide up to date knowledge.
- Reviewing training materials to reflect any emerging issues relating to refugees and migrants that may have an adverse impact on public funds
- Building up and maintaining knowledge of information resources on any areas that affect refugees and migrants
- Identifying target groups
- Liaising closely with statutory services welfare, finance and careers services
- Undertaking outreach work, such as visiting community groups to promote the work of IAG
- Planning, coordinating and attending events and fairs to market opportunities to prospective students
- Meeting targets and reporting to funders - some contracts are paid on outcome rather than the activities delivered
- Undertake any other tasks that are appropriate to the post and which reflect the needs of the organisation, to be negotiated by the post holder, and Centre Manager

Office Use Only

Compiled By	Assessment Date	Date Issue	Post Grade	Sign By Chair
Rashid Ahmed	09/08/2019	09/08/2019		

‡ Use of References

References will only be read by the recruitment panel following interviews, after the preliminary selection decision has been made.

Management requires that the following checks be carried out as part of the recruitment process e.g. CRB, Warner Process.	Level of Disclosure:
If applicable - GOQ & Section of the Act that applies. (Wording for advertisement)	
Exempt from job share. Exemption registration number:	
Occupational Health check required.	
Any other special conditions.	

SPECIAL CONDITIONS

Post Title: Information, Advice and guidance Officer

Post Reference:

Summary of Job:

To plan, teach and evaluate adult community learning and deliver quality learning opportunities. To contribute to the improvement of the overall provision of services at the Karmand Community Centre.

Karmand Community Centre is an Equal Opportunities Employer and requires its employees to carry out its policies concerning racial and sex equality and the rights of people with disabilities both in terms of Equal Opportunities for employment and access to Karmand Community Centre services.

In line with the Disability Discrimination Act 1995, the Centre will make reasonable adjustments wherever possible.

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	At least two years recent experience in IAG delivery, working in community settings, in training or training / educational advice capacity, working with adults and in particular women.		Application Form Interview References
QUALIFICATIONS	Must be qualified to at least level 4 in IAG.	Level 6 IAG qualification.	Application Form Sight of original certificates(s). Interview
TRAINING	Willing to undertake training as identified with line manager to fulfil the needs of the job. Evidence of self-development in the last two years		Application Form Sight of certificates. Interview
SPECIAL KNOWLEDGE	Awareness of the needs of unemployed people and disadvantaged groups in the labour market particularly women and ethnic minorities. Awareness of and commitment to Equal Rights. Knowledge of external funding bodies and examination bodies. Knowledge of Equal Rights.	Ability to speak South Asian languages an advantage. Knowledge of Bradford and surrounding areas. Knowledge of further education systems /Voluntary Sector /SFA/ Council funded programmes	Application Form Interview

CIRCUMSTANCE/ PERSONAL	Must be eligible to work in the UK. Ability to empathise with and motivate people from disadvantaged groups.		Interview Sight of documentation Application form Evidence of eligibility to work in the UK e.g. passport, birth certificate etc.
DISPOSITION/ ADJUSTMENT/ ATTITUDE	Must be sympathetic and supportive of learner's needs in the community, particularly those of women. Ability to learn and retain new information. Ability to work on own initiative and under pressure. Must be well organised and able to priorities own workload within organisational priorities.		Interview Test as part of interview References
PRACTICAL AND INTELLECTUAL SKILLS	Good written and verbal communication skills.		Interview Application Form Test as part of interview
PHYSICAL / SENSORY			Interview Health check
EQUALITY	Candidates should indicate an acceptance of and commitment to the principles underlying the Centre's Equal Rights policies and practices.		Interview