

Job Title: Inclusive Employment Job Broker

Grade: Band D

Reports to: Inclusive Employment Engagement Lead

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is to be the supplier of choice for Adult Health and Social Care, this role requires strong people and commercial skills and the ability to deliver a customer centric service.

ECL's services alongside all activities within the wider social care sector are undergoing critical reviews and this role is key to achieving the redefined outcomes and objectives.

To deliver these the role of the Job Broker is key in ensuring our customers with a learning disability and/or autism are supported into identified and skills matched inclusive employment.

The role provides the first contact from ECL's Inclusive Employment team offering a person-centred approach to ensure the delivery of high standards and achieving contractual targets.

You will be responsible for:

- Working with the Employer Engagement Lead to identify new opportunities to engage with a wide range of employers from a variety of work sectors
- Marketing ECL's Inclusive Employment to potential businesses, highlighting how we can benefit their business
- Recording all information and interaction using ECL's Customer Relationship Management system (CRM), and producing accurate and timely reports to support the employer engagement function
- You must be willing to travel, and ideally have previous experience working in the pathways to work, a high-volume sales role, or come from a recruitment consultant background.

This exciting role would suit a confident, self-motivated person who possesses excellent communication and sales skills.

You will also have the ability to influence, problem solve and make decisions, demonstrating flexibility, adaptability and a positive 'can do' attitude.

Job purpose

The Job Broker will support the relationships with employers that create job opportunities for people with Learning Disabilities and Autism. This in turn will support the Inclusive Employment Consultants with their caseloads and job ready customers.

It is essential that you identify and work directly with employers to develop employment, volunteering & work experience outcomes in a person-centred way to our customers, ensuring that at all times individuals are matched based on skills and experience.

You should be friendly, approachable, supportive, and adaptable to change, with the ability to support the implementation of the developing transformation within Day Opportunities. In

particular, the development of the Inclusive Employment Service working to high standards and ensuring that our customers are receiving a high-quality service and taking an active role in representing the service and ECL for internal and external audits and inspections.

You will be able to create and develop new and exciting opportunities and pathways for ECL's customers, working with your team, our customers, and other stakeholders to create a stimulating environment to achieve progressive outcomes.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Deliver the Inclusive Employment strategy as contractually agreed between ECC & ECL
- Support the Employment Engagement Lead to secure paid job outcomes per month to the Inclusive Employment team
- Quality assure customer CV's and job applications provided to employers, ensuring ECL customers are presented to the highest standard
- Update and maintain CRM
- Further develop, maintain & grow the existing business contacts for Inclusive Employment
- Provide a weekly live job vacancies list to the IE team
- Opportunity to showcase your resourcing and sales skills
- Ability to work in a fast-paced environment, be proactive and to think outside the box
- Demonstrate the achievement of job outcomes in line with contractual and ECL requirements

- Work directly with Employers as part of a regional team to ensure the Inclusive Employment contract outcomes are met
- Undertake in-depth job searches using a variety of tools (keeping abreast of who is recruiting and where)
- Working within a target driven service and at times able to work under pressure
- Support the Inclusive Employment Business Manager in developing, growing and shaping the service through a positive and professional outlook
- Effective communication, supporting the Inclusive Employment Engagement Lead at meetings both internally and externally
- Work collaboratively with staff teams across the Inclusive Employment and Day Opportunities services to ensure all staff are understanding and support the achievement of common outcomes
- Support the implementation of any contractual changes and improvements as required and support the promotion of a culture where customer employment outcomes and wellbeing are at the centre of all that we do, embracing the Good Lives ethos
- Ensure customer employment outcomes are recorded and contribute to developing and maintaining data and evidence of contract delivery
- Provide case studies where required
- Actively promote sensible health & safety and lead by example
- To make the Business Manager aware of any new area of training that would support the team to deliver a high-quality service to our customers
- Specific individual, shared targets and objectives are defined annually with the performance management review
- To adhere to all ECL policies, procedures, processes and guidelines at all times
- Take an active role in preparing for and representing the service for internal and external audits and inspections
- Being a positive role model to all staff and identify risks and concerns

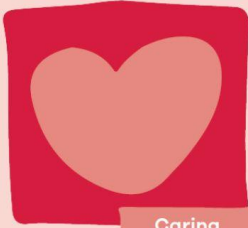
This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification

Key Skills and Competence

- Holds or working towards - Supported Employment Diploma Level 3 or equivalent
- Experience of delivering to an Employment service (up to 2 years) contract and KPI's
- Experience of job brokerage
- Good working knowledge of the needs and aspirations of adults with a learning disability to establish themselves with the workplace and sustain their employment
- Ability to identify paid employment vacancies with employers
- Experience of working within a sales role or environment
- Displays an understanding of the needs of the employers, with an ability to influence the value of an individual with a learning disability within the workplace
- Ability to deliver presentations and to encourage and educate employers in the benefits of becoming a Disability Confident employer
- Experience or Evidence of providing job carving solutions
- Ability to cope under pressure displaying calm and patience
- Excellent communication skills both verbal and written, with proven ability to use creative methods of presenting information to a wide variety of audiences, organising and co-ordinating projects and events
- Supportive of change, showing flexibility and reliability at all times
- Ability to empathise and be understanding

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right