



Job Description & Person Specification

- Support Worker - Employment Support –

Post:	Support Worker – Employment Support
Service:	Real Jobs
Line Managed by:	Real Jobs Team Leader
Salary Range:	Points 28 – 30: £23,833. 52 – £25,623.07 per annum based on 39 hour week
Hours:	8 hours per week
Location:	The Action Group, Prentice Centre (1 Granton Mains avenue, EH4 4GA), Edinburgh (or regional base as set by line manager)

This post requires PVG scheme membership.

Applicants who are not members of the PVG scheme should be prepared to join before commencing employment.

Main Purpose

The main purpose of this role is to support a visually impaired employment advisor who works for Real Jobs Support Employment service, which is a part of the Action Group. Real Jobs supports people with disabilities to find and maintain employment in the open labour market. This will include assisting with duties such as completing online application forms, navigating and recording case notes in an online database called Helix. 8 hour post worked over two working days or other (can be discussed with an appropriate candidate).

The main duties for this post are detailed below under two headings:

1. Specific Duties (that apply to this job in particular)
2. General Duties (that apply to all staff in The Action Group)

1. Specific Duties

- Note taking at meetings
- Support with ongoing training
- Support with using Microsoft Office 365, Teams, Outlook, Helix (Online Database), navigating websites, completing job application forms on Indeed
- Case note input to an online database
- Initial travel support to locations that are unfamiliar to the employment advisor
- Reading correspondence
- Converting PDF documents to Word
- Problem-solving IT-related issues in a timely manner
- Scanning and photocopying documents

2. General Duties

- a. Read, and work in accordance with, TAG's Mission, Aims & Objectives, and current Business Plan
- b. Work alongside the employment advisor who will be working with clients with disabilities.
- c. Retain the highest standards of confidentiality
- d. Familiarity with the GDPR regulation
- e. Treat everyone with consideration and respect
- f. Ensure prompt, polite and clear communication
- g. Keep up to date and comply with all applicable TAG policies and procedures (covering everything from personal Health & Safety to Care Commission Standards)
- h. Be responsible for own work-life balance (e.g. taking annual leave at regular intervals, etc)

This job description may be amended following discussions with the postholder and with the approval of the Head of HR