



JOB DESCRIPTION

Post Details

Title of Post	Beneficiary Services Co-Ordinator
Responsible to	CEO and Project Director
Status	Part Time (3 days)
Management Level	Supervisory / Deputising

Job Purpose

The following outline the main duties of the role of Beneficiary Officer

- To be responsible for ensuring high standards of professional practice which meet the (often multiple and complex) needs of our beneficiaries.
- To be responsible for the delivery and assessment of our qualify frameworks and to ensure we meet minimum requirements to retain our MATRIX standard.
- To be responsible for all beneficiary led project activities and for delivery of beneficiary related project outcomes in accordance with the project plan and project milestones.
- To ensure that all beneficiary activities are carried out in accordance with corporate policies and to ensure the safeguarding of self, beneficiaries and others at all times.
- To provide supervisory support to other team members and to deputise for the Project Director when required.
- To register new beneficiaries in accordance with policies and procedures , legal and regulatory requirements.
- To capture all required data including soft skills indicators and keep data up to date, stored and accessed in accordance with data protection requirements.
- To work with beneficiaries and partners to produce individual action plans and provide follow up support sessions – including drop in and outreach sessions.
- To signpost beneficiaries for condition support/management, skills gaps, work programmes and other relevent provision.
- To keep up to date with local provision and ensure other appropraite local services are promoted to beneficiaries.

- To negotiate with employers to provide work placements and job opportunities - carrying out risk assessments and ensuring reasonable workplace adjustments are identified and implemented.
- To identify voluntary work placements within Graft and to match placements to suitable beneficiaries and other interested parties.
- To oversee the voluntary placements and to ensure that risk assessments and reasonable adjustments are identified and implemented.
- To identify and arrange in-work support for clients as required.
- To engage beneficiaries at promotional events – either as volunteers or as guests. To attend such promotional events and to supervise and support beneficiaries.
- To keep up to date with partners and provision in our area of operation.
- To Identify any gaps in service provision – either of Graft or of partners - and report to your line manager.
- To undertake necessary training to develop IAG skills and personal development skills.
- To undertake any other reasonable activities as required by the Project Director.

Person Specification

This section outlines the essential skills, knowledge and experience required to undertake the role.

1. Minimum of 3 years experience in employment support / IAG work.
2. Experience of working with people with multiple and often complex needs.
3. Commitment to good practice, and in particular to sustaining our MATRIX accreditation.
4. Demonstrates a commitment to equal opportunities and diversity.
5. PTLLS (or equivalent) qualification or a commitment to undertake this training.
6. Ability to keep clear and accurate records.
7. Willingness to undertake training relevant to the role.
8. A non-judgemental, understanding and empathetic attitude.
9. An enhanced DBS clearance will be required.

Desirable Attributes

The requirements below are desirable, but not essential to undertaking the role.

1. Current driving licence.



- 2. Understanding of social marketing.
- 3. Experience of working for a charity.

Name of employee.....Signed (employee)..... Date.....

