

# Candidate pack

Job Coach

March/April 2019

NCH



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# Letter from the CEO

**Dear Candidate,**

20 years ago, I arrived in the UK as a refugee from Somalia, and amongst a lot of goodwill I also found a system that was failing people like myself due to the lack of focus on long-term integration. This encouraged me to start ACH in 2008 to provide refugees and other vulnerable homeless people with supported accommodation, along with the training and education, necessary to help them integrate into UK society.

ACH has gone from strength to strength and I am proud of the business we have become. Our training subsidiary, Himilo, offers high-quality support for all members of the community, specialising with those who have previously faced barriers to employment. This includes providing free careers advice to our refugee tenants and the local community, enabling people to get into work and progress in their careers.

If you think you are the person that we should hire, I welcome your application.

**Fuad Mahamed**

**CEO, ACH**



# About us

**2008**

**Ashley community housing (ACH) was founded in Bristol**

**2012**

**ACH achieved Registered Social Landlord status and Birmingham office opened up**

**2014**

**Himilo Training set up**

**2015**

**Wolverhampton office opened and #rethinkingrefugee campaign began**

**2016**

**ACH grew to 50 members of staff**

**2017**

**ACH wins Lloyds Bank National Business Award (and several others)**

**2018**

**ACH approved as an Apprenticeship provider and work with employers such as First and Starbucks began**



# About us

During the past ten years ACH has changed from a small-scale housing provider, located in inner-city Bristol, to a leading provider of resettlement and integration services for refugee and newly arrived communities in the UK. We now employ 65 staff, work with 2,500 people per year, deliver services in the West of England and West Midlands, and offer advice and assistance across the UK and beyond.

What this means in practice is we create a massive amount of social impact. Our stated aim is to progress 25,000 individuals towards median salary roles over the next ten years.

## 2,500+

Individuals from refugee backgrounds successfully resettled and are now a leading provider of resettlement services for refugees and newly arrived communities in the UK.

## 65 Staff

Operating in the West of England and the West Midlands as a strategic partner for local authorities, government agencies, and education providers looking to access traditionally hard to reach groups.

## #rethinkingrefugee

We campaign for refugees to be seen as assets to business and communities, as individuals with their own skills, ambitions and needs, whose integration requires an individualised approach.

# #rethinkingrefugee

## Our vision

Our vision is for all refugees coming to the UK to be successfully integrated into our society with adequate accommodation, resettlement jobs and education programs.

## Our mission

To support the settlement and resettlement needs of refugees to develop their independence and equip them with the skills they need to gain sustainable employment.

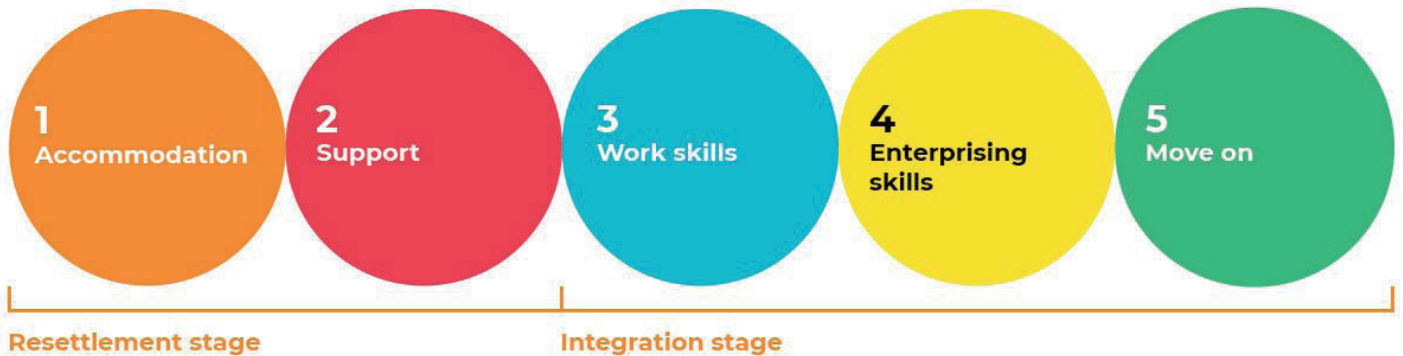
To promote the positive contribution that refugees can have on our local communities.

To be a nationally recognised leader in the refugee sector, driving change and transforming lives through the dedication and unique expertise of our staff.

To collaborate with partners who share our vision for integration.

# About us

## Five stage innovation model



What this means in practice is firstly we create a massive amount of social impact. Our stated aim is to progress 25,000 individuals towards median salary roles over the next ten years. This manifests in our business functions, as follows:

## Accommodation

We provide an accommodation-based model of integration support delivered in Birmingham, Bristol and Wolverhampton to over 700 individuals each year which enables tenants to overcome their difficulties, learn new skills and prepare for independent living.

## Training

Himilo, our training subsidiary, provides training and careers support to some 2,500 individuals per year through its SEESI (first language building resilience and agency), Pre-Ignite (transitioning into successful UK employment) and Ignite (employer/employee skills gap solution services) programs.

Our training includes free careers advice, short vocational courses, apprenticeships and partnerships with employers in Bristol and the West Midlands. This training is available to both our refugee tenants and the wider community.

## Research and Consultancy

ACH are established as research practitioners informing policy through practice, bringing the lived experience of 2,500 individuals and their communities into policy design.

To learn more about ACH, please visit <https://ach.org.uk/>



10 years of ACH video - click to play



# Role profile

## Job Purpose:

To provide careers advice to customers using a variety of delivery methods and to support customer through to a job or learning outcome.

## Salary range:

£19,000.00 - £23,000.00 per annum (Dependant on CIAG Level 4 qualification/ experience)

## Line Manager:

Careers Team Leader

## Location:

Bristol & surrounding area

DBS Disclosure - Satisfy completion of an Enhanced DBS check. To comply with and understand ACH/Himilo safeguarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

## Works with Careers Team:



## Job description:

- Provide careers advice to adults via a range of methods including face to face; telephone; email and other digital means to help them to achieve work or learning goals.
- Support customers to develop career management skills through a range of activities.
- Work with customers to support their progression into learning, work or work progression.
- Work with a variety of organisations to generate customer referrals to meet targets.
- Deliver advice services to meet personal and team targets.
- Record all interactions with customers on the MI database in a timely manner to meet contract deadlines.
- Operate from a variety of locations including Jobcentre Plus, training & education providers, community providers and local career hubs.
- Use and contribute to local, regional and national LMI to support customer progression in their career.
- Meet all standards for quality of service; safeguarding, information and data security, and any other to meet contract requirements. Represent and promote ACH/Himilo services in a professional and commercial manner, working effectively with other agencies.
- Attend company meetings and training and liaise with staff at all levels.
- Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice.
- Other duties commensurate with the level and nature of the post.

## Personal Specification:

- Experience in delivery of careers advice to adults, individually or in groups, employed and unemployed.
- Excellent communication and presentation skills.
- High level of competency, effective operation and use of ICT including its wider application.
- Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes.
- Able to work as part of a careers service delivery team.
- Well organised, capable of working under pressure, meeting deadlines and managing own time effectively.
- Flexibility to work in different outreach locations.
- Satisfy completion of an enhanced DBS check.
- Able to work in a target driven environment, and ability to meet or exceed contract targets.
- Commitment to delivering quality services.
- An understanding of and commitment to promoting equality and diversity.

## Education and Qualifications (Essential):

- Educated to graduate level or equivalent.
- Willing to undertake professional training to maintain standards.
- Hold as a minimum, Level 4 Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance or equivalent (or willing to work towards this).

## Other requirements (Essential):

- Full driving licence, own car and must be willing to travel.



## How to apply:

Important: In order to be considered for this role please include CV and a covering letter giving details of how you meet the role criteria.

Please email your CV and covering letter to:

**matthew.rogers@ach.org.uk**

If want any additional information please feel free to email or telephone Matthew Rogers.

Contact Details:

Matthew Rogers, phone: **0117 941 5339**

## Closing Date:

Friday Noon 5th April 2019

Interviews commencing:

Week of 8th April 2019.

