

Requesting Support and Advice from a Strengthening Families Employment Advisor

Employment Advisors can support Families in the following ways:

- Help with Universal Jobmatch
- Internet jobsearch
- Help with CV's
- Help with Job applications
- Interview skills and preparation
- General benefit queries
- Travel plans
- Training information
- Basic budgeting help
- Other information such as transport schemes, Work experience opportunities

All requests for advice and support must follow the guidance below.

Please ensure the following are in place:

- Whole family consent
- A whole family Webstar and Assessment that clearly identifies that a family meet at least two of the Strengthening Families criteria. At least one of the criteria needs to be;
 - Worklessness (or at risk of)And/Or
 - At risk of Financial Exclusion
- A whole family plan – one concern should identify what support the family require from the Employment Advisor.
 - The Criteria identified should be C4
 - The Outcome should be selected from Outcomes(O) 4A-E
 - The Measure should be selected from Measures(M) 4A-G

Requesting support or advice from an Employment Advisor for ECINS Users

From the relevant concern create a task titled 'Request for support and Advice from Employment Advisor'

Task either:

- Ben Marr – Shropshire South and Shrewsbury South
- Amanda Osbourne – Shropshire North and Shrewsbury North

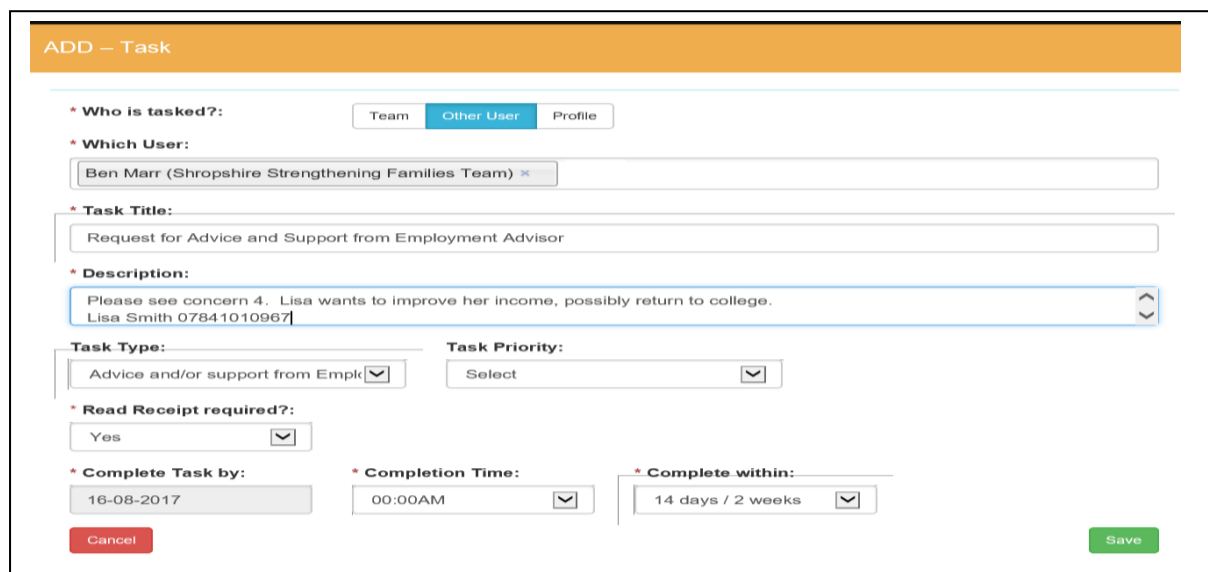
Give a brief description of what support has been identified, include:

- the concern number it relates to
- contact name and phone number of the individual you want them to contact
- Best times to contact

Task Type:

- Advice and/or Support from Employment Advisors

Give 2 weeks to complete the task.



REMINDER... Ensure you give the tasked Employment Advisor access to the case and the assessment.

What next?

When the Employment Advisor receives the task they will check the information on the case.

There are three possible responses;

- When they assess the case they believe the needs of the family would be best met by either the Job Centre or another local service. They will add a log on the task suggesting what this might be and any information they can provide to support you signposting the family.
- The information provided suggests that the family would benefit from a support session with the Employment Advisor at the Local Family Hub or other community drop in. The Employment Advisor will phone the identified family member to make an appointment.
- The information provided suggests the family need more intensive support. The Employment Advisor will contact the identified family member to arrange either a meeting at their home or other convenient location.

- ✓ The Employment Advisor will create a report on the case on ECINS, locked down to Strengthening Families. This is used to record their contacts.
- ✓ The Employment Advisor will log contacts on the front page of the case. When, Where, Who and What.
- ✓ The Employment Advisor will update the relevant concern on the plan
- ✓ The Employment Advisor will attend Early Help Partnership meetings when it is considered necessary.

Please Note

- The case should never be closed while the Employment Advisor is involved as all the outcomes have not been achieved.
- The Employment Advisor can never be the identified Lead Professional.

Requesting support or advice from an Employment Advisor for Non-ECINS Users

If your organisation has not signed up to use ECINS please contact Strengthening Families to arrange registration and training. ShropshireStrengtheningFamilies@shropshire.gov.uk or phone 01743 253921

While your registration for ECINS is being processed you can follow the process below:-

Complete a Request for targeted early help service intervention form (available from early help website) <http://new.shropshire.gov.uk/early-help/practitioners/early-help-forms/>

Send the following:-

- Request for Intervention form
- Whole family consent
- Whole Family Webstar and Assessment
- Whole Family Plan

To the Compass address below

Early Help, Compass
Mount McKinley
Anchorage Avenue
Shrewsbury Business Park
Shrewsbury
SY2 6FG

Or via secure email compass.admin@shropshire.gcsx.gov.uk