

## Job Description – IAG Coordinator (HMP)

Located in	Reporting to	Hours
HMPs Nationally	Regional Manager	Full Time 37.5 Hours per week

### Job Purpose

The Information, Advice and Guidance (IAG) Coordinator plays a pivotal role in the rehabilitation and reintegration of individuals within His Majesty's Prisons. This position involves close collaboration with participants, delivering a high-quality Careers Information, Advice, and Guidance service. The primary focus is on fostering the development of aspirations, understanding career pathways, and enhancing employability skills to facilitate access to sustainable employment, training, and education upon release.

### Key Responsibilities

- Proactively manage the rehabilitation of participants in custody and through the gate to reduce reoffending and risk of harm on release, with a focus on achieving sustainable employment.
- Liaise with community-based partners to co-design sustainable rehabilitation networks, demonstrating a personalised approach with a focus on individual enablers and strengths.
- Produce Digital Personal Learning Plans (DPLPs) for all participants arriving at the Establishment.
- Complete progress reviews of the DPLPs in line with contractual KPIs, appropriately aligned to sentence remaining.
- Support participants at the 12-week pre-release stage with one-to-one job search and completion of application forms.
- Support participants at the 12-week pre-release stage to apply for through-the-gate apprenticeship opportunities and Further Education courses.
- Work in collaboration with the DWP Prison Work Coach and the Education provider to deliver a weekly Job Club covering CV preparation, job search, interview techniques, and disclosure of offenses using the Virtual Campus.
- Provide sector-specific Employer Engagement events targeted at individuals who are job ready.
- Deliver sessions covering either mock interview techniques or motivational work to improve job readiness.
- Work effectively with all resettlement partners and other departments within the establishment.
- Input into employability sessions on pre-release courses.
- Ensure all pertinent information gathered by participants over their sentence is electronically moved to their Virtual Campus account, transitioning to community services for continued support on release.
- For those unable to gain employment immediately on release, transfer them to service providers in the community (e.g., National Careers Service) to ensure continuity in supporting their progression into learning and employment.

## Key Performance Indicators

- Advice and guidance services are provided promptly upon request, in line with contractual requirements and delays are minimised.
- Percentage of participants who attend scheduled group IAG workshops and 1-2-1 sessions.
- Number of successful partnerships established with external organisations to enhance post-release opportunities.
- Percentage of participants with open Digital Personal Learning Plans (DPLPs)
- Percentage of participants having a timely review of their Digital Personal Learning Plan prior to release.
- Percentage of participants who successfully reintegrate into society after receiving IAG services.
- High levels of participant satisfaction with the service and experience received.

## Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices, and complete any mandatory training.

## General

- Be aware of and follow all Acorn Training and HMP policies and procedures.
- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing.
- Take part in any required training needed to fulfil your role.
- Commitment to the Professional Standards – Values and Attributes, Professional Knowledge and Understanding and Professional Skills.
- Promote and uphold the principles, policies, and all relevant statutory requirements, including the Equality Act, the HASWA, GDPR and Safeguarding, including Prevent.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and specific training</b>	<ul style="list-style-type: none"> <li>• L3 Information, Advice and Guidance qualification or a willingness to work toward.</li> <li>• GCSE grade A*-C (or equivalent) in English and maths.</li> <li>• Prison CTC clearance /willing to undertake Prison clearance.</li> </ul>	<ul style="list-style-type: none"> <li>• Level 4 IAG /working towards /prepared to work towards</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Track record of participant and stakeholder engagement.</li> <li>• Evidence of meeting and exceeding targets.</li> <li>• Experience of providing excellent customer service.</li> <li>• Experience of working with long term unemployed/multiple/complex barriers to get into work.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven experience in providing advice and guidance services within a prison or similar setting.</li> <li>• Familiarity with the criminal justice system and the challenges faced by offenders.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.</li> <li>• Knowledge and understanding of safe and healthy working practices.</li> <li>• An understanding of and a demonstrable commitment to Equal Opportunities and Diversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the specific challenges faced by diverse groups within the prison population.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills.</li> <li>• Excellent organisational and coordination abilities.</li> <li>• Ability to work collaboratively with internal and external stakeholders.</li> <li>• Empathy and non-judgmental attitude.</li> <li>• Resilience and adaptability in a challenging environment.</li> <li>• Commitment to promoting positive change in the lives of offenders.</li> </ul>	<ul style="list-style-type: none"> <li>• Proficiency in data analysis and reporting.</li> <li>• Cultural sensitivity and awareness.</li> <li>• Ability to adapt strategies to meet the diverse needs of the prison population.</li> </ul>

**Last Reviewed: December 2023**