**The Wise Group – Dundee Employability Pipeline**

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| **Specialist Support for: Jobless residents in Dundee with multiple barriers** |
| **What are we doing and how are we doing it?** | **Stage 2 - Overcoming Personal Barriers**The barriers we support at this stage are confidence, motivation, health management, learning difficulties and lack of experience. Wise Group deliver these services both directly and through our subcontractors, DEAP, Enable, Project Scotland and One Parent families Scotland- * **Mindset, Confidence and Motivational Training**
	+ A range of motivational, confidence and self-esteem support, delivered either on a one to one basis or in a group setting. We deliver the successful Mindset course to improve motivation, attitude and confidence.
* **Managing Health for Work**
	+ Delivery of a specialist health condition management service by a community health coach, supported by counsellors and external clinical interventions. Health barriers include mild or moderate mental health conditions, such as, behavioural challenges, ADHD, depression, anxiety and low motivation or physical health conditions.
* **Flexible Work Tasters and Volunteer Opportunities**
	+ Customers can choose from a range of short work tasters and volunteer opportunities from one hour up to two weeks.
* **Learning Disabilities** – specialist support for people who have learning disabilities
* **Single Parents** - a structured personal development programme including exploration of each individual’s personal attributes to help make career choices, basic IT skills, employability skills, access to online courses, advice on childcare options and other tailor made support depending on individual need. Practical range of locations to be seen and support provided for up to 6 months mainly on a one- to- one basis. Child care services, from 7.00am to 10.00pm, via crèches in local communities where required or in the One Parent Families Scotland day care facility. Travel costs can also be provided to remove the barrier of finances to attend the course

**Stage 3 – Employability Training*** This stage is focussed on improving employability skills by offering a range of **non accredited soft skills training** in both groups and one to one sessions, including Basic ICT , Data protection and confidentiality , Interview techniques, CV writing, Employer expectations, Mock interviews , Application support, Employer-specific policies and practices , Job search, Communication skills
* Coaches deliver **personal development skills** , structured programmes including supporting customers to identify their own strengths and skills, set personal goals, plan and manage tasks and reflect on their own performance, linked to the world of work.
* A range of **accredited training** including SQA Employability Award Level 3 or 4. This is delivered on a group basis and provides 40 hours of structured learning support over a seven working day period, but can be flexible and adapt to meet the needs of customers. Topics include Preparing for employment - the first steps, Building employability skills, preparing a CV, completing a job application and cover letter, contacting an employer, preparing for a job interview, conducting mock interviews and practicing skills required to look for a job and Responsibilities of employment, which includes work based behaviour and expectations
* **Work experience** opportunities, lasting between 2 and 8 weeks and up to 30 hours per week.

**Sector specific accredited training and Sector Based Work Academies**These are specially designed training courses in key work sectors delivered in group sessions. They include sector specific accredited training and meaningful work placements following completion of an academy course. Structured work placements in customers’ chosen sectors are arranged with businesses engaged in the development of sector based academies. Sector Based Work Academies are available in - * Care (incl providing personal care; dementia awareness; moving & handling of people; cross infection; child protection; protection of vulnerable adults)
* Hospitality and tourism (incl licensing law; definition of alcohol; powers of enforcement; licence conditions; colour coding; communication skills)
* Customer service/retail (incl customer service scenarios; dealing with money; customer service roles; moving stock correctly; security awareness; communication skills)
* Contact and call centres (incl call centre procedures; inbound and outbound calls; call centre roles; upselling and cross-selling; multi-channel communication)
* Construction & landscaping (incl legal & management, health & welfare; general safety; high risk activities)
* Food & drink (incl food hygiene; relevant legislation; logistics; manufacturing; promotion; colour coding)
* Security (incl relevant legislation; fire safety; non-fire emergencies; effective communication, customer care)
* Warehousing ( incl warehouse roles; types of industries; suitability for working in warehousing)

**Stage 4 - Jobsearch/Brokerage**Provided for clients who have reached a point where they are ready and able to enter employment. Clients continue to attend provision; undertake pro-active and supported job search; and are offered interview preparation; mock interviews; etc. until a positive outcome is achieved. |
| **Eligibility** | Generally, support is aimed at jobless people who are unemployed or inactive; reside in Dundee; have the right to work in the UK; and have multiple barriers to employment (as defined by ESF funding rules – this will be checked for each client) and are NOT attending a national employability programme e.g. Fair Start, Employability Fund |
| **Target Audience:** | Jobless individuals as above who are looking to get into work.  |
| **When can we apply?** | Office hours Monday to Friday |
| **Where will it be held?** | City centre and partner venues across the city. Wise Group offices in the city centre- The Engine Room, 154 West Market Gate. Also Whitfield, Fintry, St Mary’s, Stobswell, planned drop-in at Kirkton, Charleston Ardler and Lochee |
| **How do we refer?** | Use the form at the end of this guide or Click on the link [here](https://www.dundeecity.gov.uk/employability-map/referral-form) for a copy of the referral form and send it to the contact below.Craig Dewar, Tel: 01382 797817, e-mail: craig\_dewar@thewisegroup.co.uk, Mob: 0780134017 https://www.thewisegroup.co.uk |
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