

# **Jersey Employment Trust Client Introduction Pack**

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# Welcome to Jersey Employment Trust

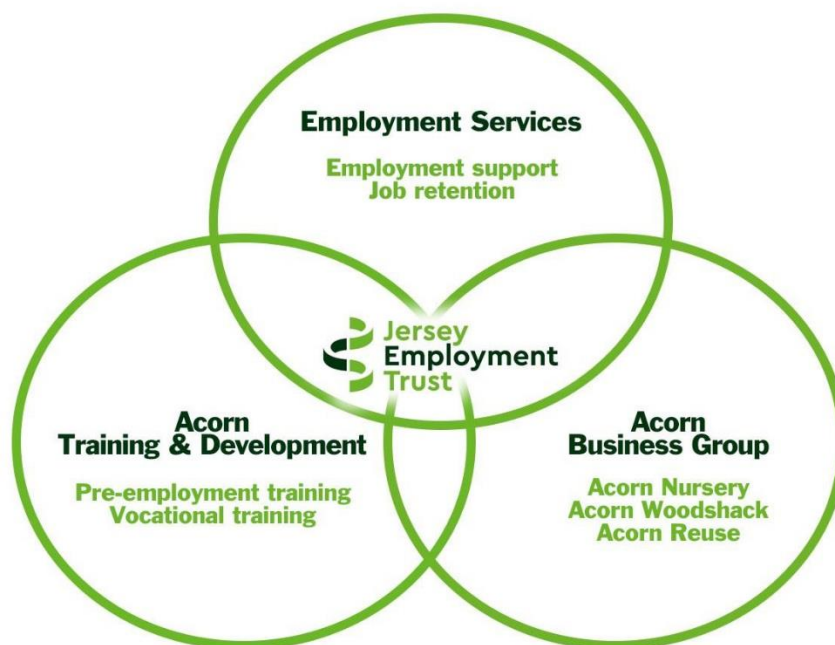
## MISSION STATEMENT

Our aim is to empower and facilitate people in Jersey with a disability and/or long-term health condition to maximise their potential to gain and maintain open employment through individual training and support.

## ABOUT US

We are a supported employment service whose aim is to help people with a disability or long-term health condition to find and maintain open employment.

Jersey Employment Trust is made up of 3 different services, as the diagram shows:



Our service is bespoke; we work with clients on a 1:1 basis to identify relevant training opportunities, access appropriate work experiences, placements & paid employment and to provide in-work support for as long as needed through your career.

We can provide you with a number of options to fit with your current status & employment goals.

# JET Services

## EMPLOYMENT SERVICES

Our Employment Service team is based at Oakfield and their role is to assist clients to find and secure employment opportunities. The types of support that can be provided includes:

- Assist with identifying & researching appropriate career paths
- Help prepare & update your CV's
- Identify relevant training
- Source work experience and placement opportunities
- Assist with job searching & applications
- Provide interview preparation & practice
- In-work support & job retention
- Career development

### Job Club

We run daily job clubs from our Kensington Chambers premises where clients can join an informal session with staff and receive assistance with job seeking, writing CVs and cover letter, completing application forms and sourcing training opportunities to enhance their skill set. We have accessible computers with assistive technology & our staff can provide you with the support that you require to use our IT facilities.

### Employment Placement & Work Experience

JET offers an individualised canvassing service where we contact employers to help source an employment placement or work experience by promoting an individual's skills and potential. We can advise an employer in relation to any reasonable adjustments to a role or workspace, or identify any specialist equipment that required to enable a person to undertake a placement.

### Interview Preparation & Practice

JET provides interview preparation and practice assistance to our clients. As well as helping you prepare for an upcoming interview, we can arrange a mock interview with a local employer who will provide feedback & offer tips and guidance on improving your interview technique. This type of feedback has proved invaluable to some people who have successfully secured employment.

### **In-work Support**

JET provides our clients with the support required to help a person settle into work. JET continues to offer in-work support via regular communication with clients & employers for as long as needed. This can be done by regular visits to the workplace, lunch time catch ups or over the phone.

We understand that a change in someone's job role or a change of staff within a team could have an adverse effect on a person's health and sustainability in the workplace. JET is available to clients and employers to help provide any necessary support & guidance at such times.

We are also able to provide awareness training to employers & colleagues who work closely with a person with a specific condition, where appropriate, and can advise the employer on any minor adaptations to the premises or work routine, if necessary.

### **Job Retention**

JET can provide support to any person who is finding it difficult to maintain tasks within their current job role due to a new medical condition or disability, changes or relapses in an existing condition, or a change in task or job role. We can provide advice, information, training in the workplace or assistance with aids and adaptations to help someone retain their employment.

### **Career development**

JET can assist clients to develop a progression pathway to help them achieve their future career goals. We can support a client to prepare for upcoming workplace reviews or appraisals, or with looking for alternative work in a different company or sector.

## **14 – 21's SERVICE**

The 14 - 21 Service is the part of the Jersey Employment Trust that works specifically with younger clients. We work with clients aged 14+ with a disability or long-term health condition to help them plan a training or employment pathway and providing guidance and support towards achieving this.

JET offers a bespoke service to meet the requirements of each young person that we work with. We have a range of programmes and approaches depending on your age, experience and employment goals, as shown below.

### **1-to-1 Meetings**

These are led by the student and can take place at JET, home or school. 1-to-1 meetings are an opportunity to build a relationship with the young person and provide appropriate support & guidance, both pastoral & employment-focused.

### **Careers Guidance & Employment support**

We work with a client to complete a school transition plan or an employment vocational profile which identifies their work goals. After completing a person-centred action plan focused around employment goals, we work with clients to achieve these goals, which could include:

- Developing soft skills
- Identifying relevant training programmes such as Trackers or Prince's Trust
- CV preparation
- Interview skills
- Vocational work tasters
- Volunteering
- Work experience
- Internships
- Recruitment & job matching
- Initial on the job training
- Job retention & further skill development

### **Driver Theory**

This is an open access session for any client who is considering obtaining their driver's licence. These sessions are led by our Employment Coordinators and participants will have access to computer-based mock tests with answers. These supporting learning sessions focus on study skills & give guidance on passing the Jersey Driver Theory test successfully.

# Our Locations

## OAKFIELD BUILDING

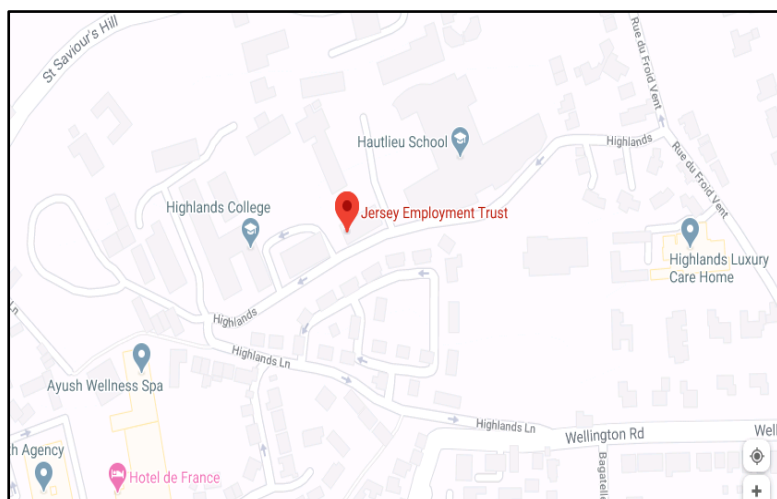
The head office is where the employment teams, admin team and some of the management team is based. The offices are used to have one to one meetings with clients, deliver training and we also run some small training sessions.

Oakfield Building,  
Highlands Campus,  
La Rue du Froid Vent,  
St Saviour  
JE2 7LJ

T: 01534 788900  
E: [admin@jet.co.je](mailto:admin@jet.co.je)

## Directions

We are located at the Oakfield Building, which is in the grounds of Highlands College. Coming from St Helier, go up to the very top of Wellington Hill until you reach the yellow line, turn left down Bon Air Lane (La Rue du Froid Vent) for 250 metres, then turn left into the Highlands College entrance. Oakfield is the large blue building on the right directly after Hautlieu School.



## Travelling by bus

You can catch the number 3 bus and get off at the Bon Air Lane bus stop.

You can also take the number 13 or 23 bus and get off at St Saviour's Church and walk along Bon Air Lane & then down past Hautlieu School.

For more information on bus times please go to - <http://libertybus.je/>

## KENSINGTON CHAMBERS JOB CLUB

Our premises in Kensington Place has been specifically designed to accommodate job clubs, training courses & one-to-one meetings with clients. Job club sessions run every day at this venue with staff available to assist with you as required. The facilities include computers, free WiFi & internet access, use of the telephones to contact employers, information on courses & local support services.

Kensington Job Club  
46-50 Kensington Chambers  
Kensington Place  
St Helier  
JE4 0ZE

T: 01534 788940

### Directions

From Liberation Station bus terminal - walk along the Esplanade & cross over Gloucester Street at the traffic lights. Continue past Royal Bank of Canada (Gaspé House) and turn right onto Kensington Place.

From The Parade - walk past Jersey General Hospital towards Cheapside, then turn left onto Kensington Place. Kensington Chambers is on the left opposite Café Spice.





# Service Charter

Jersey Employment Trust's Service Charter sets out the nature and quality of service that you can expect from us at JET whether you are a service user, a supportive employer or partnership agency. Below you will find the Charter, which includes our various policies & outlines, what you can expect from JET as a service and what we expect from you, the client.

## Equality and Diversity

The Trust seeks to promote equality of opportunity and treatment for all persons in relation to all its activities, such as employment training and employment support for service users, employment of JET staff, and liaison with employers and other agencies. We will accommodate diversity, ensuring our workforce and user groups represent and reflect the community in Jersey.

The Discrimination (Jersey) Law 2013 was introduced, using a phased approach over several years, in implementing protected characteristics in Jersey. JET adheres to the law and best practice as reflected in JET's Equality and Diversity Policy.

## Measuring Performance

It is important for us to continually measure and evaluate our performance to ensure we meet the best possible service standards.

### We will measure our performance through:

- Internal assessments of key performance indicators outlined in the JET Quality Assurance Standards
- Commissioning independent quality assurance reviews of the service
- Evaluating and monitoring our services in relation to the rights set out in the Service Charter
- Working with clients to gain feedback and ensure we monitor our performance

This charter has been developed in partnership with service users, staff and partner agencies. JET uses active risk management throughout the company & operations. The charter will be reviewed every 2 years. Other JET policies to refer to include (all available on request & in accessible and alternative formats):

Data protection Policies: Privacy statement, Client ICT Policy, Data Retention Policy, Subject Access Request Policy, CCTV Policy

Health and safety policies: Safeguarding Policy, Whistle-blowers Policy, Equality and Diversity Policy, Complaint and Appeals policy, Client and Customer Behaviour Policy, Smoking Policy



## **Client Agreement**

In order to provide clients with the best possible service, we have a set of mutual expectations, which can be found below:

### **What we expect from you:**

- Respect for other service users, staff, resources and facilities
- Adherence to safe and healthy work practices and policies
- Sign up to the Client Agreement
- Participate in reviews and overall service evaluation
- Provide up to date and accurate information about yourself
- Provide feedback to allow us to sort problems out informally in the first place and as soon as possible

### **What you, the client, can expect from JET:**

- Dignity, confidentiality and respect
- Access to appropriate training and employment opportunities
- Accurate information in order to make informed choices
- Safe and healthy working practices and policies
- Long term employment and training support appropriate to your needs
- Opportunity to communicate, express opinions, be consulted and listened to
- Links with other relevant services
- Timely response to feedback to enable us to sort out possible problems as soon as possible
- Active and ongoing risk management

## **Feedback**

JET wants to know your views of our service and welcomes all feedback in any of the following ways:

Tel: [01534 788900](tel:01534788900)

Email: [admin@jet.co.je](mailto:admin@jet.co.je)

We also have a suggestion box at our Oakfield premises where you can leave feedback.

# Complaints & Appeals Procedure

The Jersey Employment Trust (JET) is committed to providing good quality services. We recognise however, that we may sometimes get things wrong or make mistakes. To deal with this we have a complaints and appeals procedure.

Further to this, sometimes people are not happy with decisions or outcomes and so they can use the appeals procedure, provided they are appealing against a decision they find unfair and not the fact they have been subject to a procedure.

It must be noted that if your appeal or complaint relates to JETs Grievance or Disciplinary Procedure, the appeals process in said procedure will supersede this policy.

## **We will deal with your complaint or appeal**

We do not look on complaints or appeals as unwanted. In fact, they often help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something that you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

## **How to complain or appeal**

### **Step 1: Contacting Us**

The first step is to talk to a member of JET staff. This can be done quite informally, either directly or by telephone. Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager.

Our Employment Service manager is Emma Powell, she can be contacted via our main reception on 01534 788900, or by sending an email to [complaints@jet.co.je](mailto:complaints@jet.co.je)

We will try to put things right straight away for you. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

### **Step 2: Taking your complaint further**

Usually what would happen if the line manager cannot resolve your problem to your satisfaction they will ask if you want to take your complaint further and make it formal; they will advise you that you can either put this in writing or they can record the complaint from your discussion. They will read to you what they have recorded and ask you to confirm that this is correct.

You will receive a letter / email within 5 days confirming your complaint has been received, a copy of the complaints procedure and who will be investigating it on your behalf and what are the next steps.

Please put your complaint in writing to JET at our Oakfield Building address, or via email at [complaints@jet.co.je](mailto:complaints@jet.co.je)

### **Step 3: The next stage**

If you are not satisfied with the outcome of the investigation you can take your complaint to the JET Board. JET is a registered charity and as such is managed by a Board of Trustees. All materials relating to your complaint and to the formal investigation will be sent to the Chair of the Board (contact details will be provided for you). They will appoint a member of the board and let you know within seven working days that they have received your complaint and who will be dealing with it; they will also inform you when to expect a full response from them.

### **Appeals Procedure**

If you are not satisfied with the outcome from the above 3 steps, then you can appeal to the Chair of the Board of Trustees who will review the evidence and make a casting decision.

In exceptional circumstances following the appeal; if you are still not satisfied you can request an independent review. An independent body would be appointed to carry out an investigation.

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