

## Information about Personal Advisers

### What are Connexions Personal Advisers?

Each young person has the offer of support from a personal adviser to help deal with the variety of issues they face, so they can make choices and realise their full potential for the future.

The sort of support on offer can cover:

- ❖ Giving careers advice to a young person unsure of the training and job opportunities open to them.
- ❖ Offering access to personal development opportunities.
- ❖ Helping young people access the opportunities they want.
- ❖ Supporting young people through multiple problems, such as substance misuse, bullying, teenage pregnancy, homelessness or lack of confidence.

Personal Advisers come through a wide range of backgrounds, including:

- ❖ The Careers Service.
- ❖ Youth Service.
- ❖ Department of Health.
- ❖ Youth Justice Board.
- ❖ Social Services.
- ❖ Voluntary sector organisations.

Connexions brings together all the different services that give young people help. In most cases a young person only has to contact their Personal Adviser, who will act on their behalf to arrange all the services they need, avoiding situations where young people are passed from pillar to post. If the young person had a range of problems and needs to be referred to other specialist advisers, the Personal Adviser will act a link, coordinating the necessary services.

### What does a Connexions Personal Adviser do?

Personal Advisers are central to the Connexions Service. After all, it's the PA's job to identify the needs of young people and help to meet them so that they can take part in education, training, work and personal development opportunities. They may need to motivate young people to make the most of their opportunities.

The way individual Personal Advisers work depends on a wide range of factors, including:

- ❖ Their professional background and experience.
- ❖ The number of young people they're working with-and the level of support that's needed.
- ❖ The institutional setting they are working in.
- ❖ The experience and skills of the colleagues working alongside them, within multi-disciplinary teams.

But Personal Advisers have a common aim and key roles that apply to them all.

### **What qualifications do I need to become a Personal Adviser?**

In order to be shortlisted for a Personal Adviser position, you need to be qualified to NVQ level 4 in advice and guidance, or have an equivalent professional qualification, such as a BA (Hons) Youth and Community Work, DIP HE Youth and Community Work, NVQ 4 in Youth Justice/Diploma in Probation, PGCE and degree, B.Ed, Diploma in Careers Guidance or MA (JNC) in Youth and Community Development.

In order to be shortlisted for a Trainee Personal Adviser, you need to possess the NVQ level 3 in advice and guidance, or equivalent professional qualification.

All Personal Advisers also need to have experience of working directly with Young People between 13-19.

**For further information please contact the HR department on 0121 502 7400.**

### **What skills and personal attributes would I need?**

You'd need a wide range of skills and qualities to carry out the Personal Adviser role effectively. Connexions Partnerships say that a Personal Adviser should enjoy working with young people and be:

- ❖ Credible with young people and able to enthuse them.
- ❖ Non-judgmental, empathetic and caring.
- ❖ Flexible, adaptable and tenacious.
- ❖ Dedicated, objective and fair-minded.
- ❖ Firm, confident and resourceful.
- ❖ Resilient, hardworking and self-motivated.
- ❖ Imaginative and creative.
- ❖ A team player and a lateral thinker.
- ❖ Independent, reliable and well-organised.
- ❖ A good communicator and a problem solver.
- ❖ Able to manage information effectively, review and reflect on their professional practice and work under the supervision of a line manager.
- ❖ Expert navigator helping young people through the range of choices and options they face.