

Jobcentre Plus Services for Jobseekers

Key messages for jobseekers from Jobcentre Plus:

Jobcentre Plus has an extensive range of support to help you find your way back to work or to get into your first job. The help we offer is tailored according to your circumstances and how long you have been out of work.

If you are under threat of redundancy or have been made redundant:

We operate as a member of [PACE - Partnership Action For Continuing Employment](#) and can:

- provide information about alternative jobs within the labour market
- match you to known vacancies
- help you draw up a new CV
- help you enhance your job search skills

If you need to retrain for another job we can provide:

- a skills analysis to help identify transferable skills and training needs relevant to the local labour market
- job-focused training to help you develop vocational skills needed within the local labour market, and
- an action fund to overcome individual, more short-term barriers to taking up a specific job offer, e.g. travel to work expenses.

Help for newly unemployed people:

If you have just been made unemployed, we offer a range of support including:

- individually tailored packages of job search support
- **Work Trials** – a trial period for an actual job vacancy, giving the applicant an opportunity to see if the job is right for them and the employer a chance to ensure that they have the right person for the job
- professional and executive support
- **Travel to interview scheme** – financial assistance to attend job interviews outwith normal daily travelling distance
- access to programmes and services for people with disabilities and health conditions

Depending on individual circumstances, additional support may be available in agreement with a Jobcentre Plus personal adviser.

If you have been out of work for six months or more:

Because we recognise that it can be harder for you to get back to work if you have been out of work for a while, the support on offer increases over time. At six months of unemployment, you are entitled to additional help including:

- Access to volunteering opportunities as a step towards employment.

Flexible New Deal

Flexible New Deal offers a range of back to work support from Jobcentre Plus and its partner organisations throughout an individual's claim to Jobseeker's Allowance, ranging from group information sessions to individual support and work related activity.

For young people:

The **Young Person's Guarantee** offers:

- the option to apply for new jobs created through the Future Jobs Fund (FJF)
- support to apply for an existing job in a key employment sector
- work-focused training
- a place on a Community Task Force
- help with self-employment
- internships for graduates and non-graduates

If you are bringing up children under the age of 16, either as a lone parent or part of a couple:

If you have a child, or children, under the age of 16 living with you and are on benefits, you may be able to get extra help with looking for a job.

Personal one-to-one service

We will allocate a personal adviser to you, so you will normally see the same person each time you come to the office. They will take the time to understand your circumstances, and can give advice and guidance tailored to your situation. They will keep in touch with you regularly while you are looking for work, offering more intensive support to help you realise your goals. Your adviser will be able to help you identify the right childcare, and advise you about the benefits and tax credits you may be entitled to when you start work. They will also help you to develop the skills and abilities you will need to find work.

Training Opportunities

We will try to tailor the training to your needs, so that it fits in with your childcare arrangements.

In Work Support

Even after you have started work, your adviser will keep in touch for a while to make sure everything runs smoothly. If anything does go wrong during your first 60 days in work, your adviser may be able to help.

Extra help for parents - you may be able to get help with the following:

Work Trials - A chance to try out a job for up to 30 days without the need to give up your benefits.

In-Work Benefit Calculation - A comparison print out of your current weekly income against expected in-work income.

Tax Credits - Help with your application. Your adviser can offer a fast tracking service.

Job Grant - A one-off payment of £250 when you start work over 16 hours a week.

Extended Mortgage Interest/Housing Benefit/Council Tax Benefit -

Extended payments of mortgage interest, housing benefit and council tax benefit plus a claims checking and fast tracking service.

In Work Credit - An extra £40 per week for up to 52 weeks on top of your tax credits.

Up-Front Childcare Costs - Help with up-front childcare costs for the first 2 weeks of starting work.

Childcare Subsidy - Help with childcare expenses while working under 16 hours.

Childcare Assist - Up to 5 days help with childcare in the week before you start work.

Travel Expenses - Travel expenses may be refunded for attending adviser and job interviews.

Training - If you need to update your skills or learn new ones your adviser will help you to plan what you need to do and let you know what funding is available.

Training Premium - An extra £15 per week paid when you undertake an approved activity recommended by your adviser.

In-Work Emergency Funding - Help to meet the costs of unforeseen emergencies that occur within the first 60 days in employment.

If you have a disability or health problem, or are claiming a health-related benefit:

Pathways to Work - Pathways to Work helps people to get work if they are receiving Employment and Support Allowance or an incapacity benefit because of a health condition or disability. The help is tailored specifically for each person taking part in the programme.

Pathways to Work is a programme to help people who are claiming Employment and Support Allowance or incapacity benefits to get work.

You will be expected to take steps to find work or prepare for work unless you have a health condition or disability that severely affects your ability to do so. As well as help from Jobcentre Plus, you may get extra support from one of its partner organisations from the private and voluntary sectors. Those organisations are called 'providers'. You may be entitled to extra money when you start or stay in work.

If you need extra employment support because of a disability, your local Jobcentre can put you in touch with one of their Disability Employment Advisers. Disability Employment Advisers (DEAs) can give you help and support regardless of your situation. They can help you find work or gain new skills even if you have been out of work for a long time, or if you have little or no work experience.

Your Disability Employment Adviser can offer you:

- an employment assessment to identify what type of work or training suits you best
- a referral, where appropriate, to Work Preparation, an individually tailored programme designed to help some disabled people
- a referral, where appropriate, to a Pathways to Work personal adviser
- a referral, where appropriate, to a work programme for disabled people, like the Job Introduction Scheme, WORKSTEP or Access to Work
- a referral, if needed, to an Work Psychologist for a more detailed employment assessment to identify the best work or training for you
- a job-matching and referral service - the DEA can let you know about jobs that match your experience and skills
- information on employers in your area who have adopted the 'two ticks' disability symbol

Access to Work - Access to Work can help you if your health or disability affects the way you do your job. It gives you and your employer advice and support with extra costs which may arise because of your needs. Access to Work might pay towards the equipment you need at work, adapting premises to meet your needs, or a support worker. It can also pay towards the cost of getting to work if you cannot use public transport. If you need a communicator at job interviews, Access to Work may be available, too.

Work Preparation - If you are thinking about returning to work after a long period of sickness or unemployment, the Work Preparation programme offered by Jobcentre Plus may provide the support you need.

Work Preparation is a flexible, individually-tailored programme that can help you prepare for the return to work. Work Preparation can help you to:

- identify the type of work most suitable for you
- gain work experience in a work environment
- learn new skills or update old ones
- build your confidence

WORKSTEP - The WORKSTEP employment programme provides support to disabled people facing complex barriers to getting and keeping a job. It also offers practical assistance to employers.

You may benefit from WORKSTEP if you have a disability and wish to have a job where you can:

- develop and improve your job skills
- have the opportunity to develop and progress through training and support
- have the right kind of support and encouragement when you need it

Job Introduction Scheme - The Job Introduction Scheme (JIS) can help you if you have a disability that may affect the kind of work you can do. JIS pays a weekly grant to your employer for the first six weeks of your employment to help towards employment costs.

To give customers more information about Jobcentre Plus services, signpost them to their [nearest Jobcentre](#)

To contact Skills Development Scotland their website is www.skillsdevelopmentscotland.co.uk