

JOB DESCRIPTION

<b>Post Title:</b> Employment Coach	<b>Director/Service/Sector: Employability Team, Learning and Skills Service</b>		<b>Office Use</b>
<b>Grade:</b> 6	<b>Workplace: Wansbeck Workspace, Ashington.</b> The post will also work from other NCC sites and community venues throughout Northumberland for outreach service and may include travel to other local authority areas.		JE ref:2822 HRMS ref:
<b>Responsible to: Employability Team Leader</b>	<b>Date: 05/10/2017</b>	<b>Manager Level: NA</b>	
<p><b>Job Purpose:</b>          To provide a range of intensive and tailored employment support to help out-of-work benefit claimants in Northumberland to develop the skills and attributes needed to move from welfare benefits and into work.          To secure sustainable job outcomes for out-of-work benefit claimants in the Northumberland area (This may include jobseekers aged 18-24 and/or 25+, Employment Support Allowance claimants with physical and mental health conditions, and others who need support to find work and stay in work).          To achieve targeted programme outcomes as required to secure sustainable job outcomes for out-of-work residents.</p> <ul style="list-style-type: none"> <li>● To provide jobseekers with a programme of support leading to sustained employment, informed by local labour market needs</li> <li>● To provide mentoring and additional support to help clients develop skills and attributes that lead to sustainable employment</li> <li>● To provide effective jobsearch and careers information, advice and guidance</li> <li>● To work with business advisors and local employers to identify recruitment needs and h</li> <li>● Help fill vacancies from the target client groups</li> <li>● To develop networks with those involved in other client and employer engagement activities to support collaborative working and avoid duplication</li> <li>● To maintain systems to facilitate compliant monitoring, claims, verification and reporting systems in line with NCC and Prime Provider requirements</li> </ul> <p>This post is funded via external revenue. (subject to performance and contractual KPI's).</p>			
<b>Resources</b>	Staff	None	
	Finance	Responsible for allocating discretionary payments to clients usually sub £500 but amounting to £10,000 pa in total	
	Physical	Recording client data using management information systems. Responsible for security of laptop, mobile phone, mobile broadband & printer.	
	Clients	Unemployed jobseekers' resident. Training providers, other public sector agencies, voluntary sector organisations, employers, Health and support service providers, general public.	

**Main duties:**

1. Support and manages a caseload of mandatory and voluntary Northumberland jobseekers to find and sustain work achieving job outcome and contractual targets.
2. Engage, build and maintain effective relationship with clients, challenging perceptions, provide effective IAG, confidence building and aftercare
3. Assess client's employment and skills needs to help them meet current and future career aspirations.
4. Develop individual action plans and mentor, support and encourage clients to achieve goals and overcome barriers to work
5. Coach, support, motivate and prepare clients for job interviews focussing on their abilities and transferable skills including providing jobsearch support, including identifying vacancies, CV writing, application forms, facilitating and delivering group sessions, interview techniques etc.
6. Provide in-work support to help clients that have found work to sustain their job, including providing support with general work issues, finances including better off calculations.
7. Utilise and dispense in consultation with the line manager a fund to provide financial support to individuals to overcome barriers to work where no other resource is available ensuring financial monitoring and compliance procedures are followed.
8. Support clients' personal and skills development, address training and development needs and access mainstream resources and other appropriate support. Negotiate and refer to support services as needed to enable progression.
9. Develop and maintain a wide knowledge of Local Labour Market Intelligence and opportunities for clients
10. Advising local employers on recruitment and selection including sourcing vacancies, pre-screening customers organising work placements
11. Undertake relevant training as required to ensure understanding and the ability to support the needs of the diverse client group.
12. Maintain an up-to-date knowledge of the skills support services and utilise local provision, ensuring clients are referred to high quality and appropriate provision.
13. Work collaboratively with partners to ensure best outcomes for each client and employer and avoid duplication of service.
14. Work with team members and other colleagues to develop good practice work and skills materials to support the client and employer.
15. Be responsible for own performance targets in line with contractual KPI's and administration - Providing accurate and up to date management information and statistics, ensure effective caseload and time management, accurate record keeping on paper and electronic based systems as required, and assist in collection and interpretation of monitoring information, including client and stakeholder feedback, in accordance with funder requirements.
16. Ensure all relevant Health & Safety and Lone Worker policies are followed. Ensure all relevant data protection, IT policies and security measures are followed, to ensure integrity of data and client records.
17. Any other duties appropriate for the successful operation of LSS employment programmes.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

**Work Arrangements**

Transport requirements:

Job requires travel in and around Northumberland. May occasionally require travel to other local authority areas and other regions for training or stakeholder events.

Working patterns:

Working conditions:

37 hours flexi time, may involve some occasional out of hours work. Some clients have high levels of emotional stress and demands.

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## PERSON SPECIFICATION

<b>Post Title:</b> Employment Coach	<b>Director/Service/Sector:</b> Employability and Skills, Wellbeing and Community Health Services Group	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<p>Good general level of education to A Level standard or above/equivalent qualification or experience level</p> <p>Understanding of the barriers to work faced by unemployed jobseekers</p> <p>Good knowledge of local labour markets and employment trends</p> <p>Understanding of DWP out-of-work benefits and the wider benefits system</p> <p>Detailed knowledge of training and employment support services and the infrastructure of multi-agency welfare to work support</p> <p>Knowledge of funding streams for training / economic development / business support</p>	<p>NVQ Level 4 in Information Advice &amp; Guidance or equivalent qualification or experience level</p> <p>Achieved or working towards Level <b>3 Award</b> in Education and Training (formerly 7303 PTTLS)</p> <p>Understanding of current national and regional welfare to work policy.</p> <p>Current driving licence and access to own transport</p>	
<b>Experience</b>		
<p>Experience of supporting workless people into employment using Information Advice and Guidance, action planning, job search and other related support.</p> <p>Experience of delivering outcomes to achieve contract targets in welfare-to-work programmes.</p> <p>A good track record of placing people into jobs and providing them with in-work support</p> <p>Experience of working with the target client group, i.e. Jobseekers and residents of deprived areas.</p> <p>Experience of delivering to the target client groups, individually and in groups</p> <p>Experience of working with a wide range of public, private, community and voluntary sector and businesses.</p> <p>Current knowledge of training and employment support provision.</p> <p>Experience of identifying job vacancies and working with employers</p>	<p>A specialism in working with particular groups (young people, people with health conditions, people with additional needs etc.)</p> <p>Extensive relevant experience in careers advice and/or employability</p> <p>Awareness of current national and regional welfare to work policy</p>	
<b>Skills and competencies</b>		
<p>Skills to find innovative and informed solutions to the challenges of the employment programmes.</p> <p>Ability to assimilate complex information and produce clear and concise feedback, reports and briefing documents or presentations.</p> <p>Ability to set and manage priorities.</p> <p>Excellent customer service skills.</p>		

<p>Ability to effectively network and cultivate partnership working with organisations, agencies and employers to maximise opportunities for clients.          Ability to develop and maintain constructive relationships with stakeholders          Excellent communications including oral, written and advocacy skills.          IT literacy commensurate with the needs of the post particularly in relation to the use of web-based tracking software, word processing and file management.          Work effectively as part of a team.</p>		
<b>Physical, mental and emotional demands</b>		
<p>Committed, enthusiastic and resilient approach to delivering objectives and a flexible attitude to helping supporting clients and colleagues.          Ability to manage own time, information and resources effectively and efficiently.          Ability to work autonomously without direct supervision, whilst operating within delegated level of responsibility.          A proportion of clients may have mental health or behavioural problems which will result in emotional stress for the job holder.          Clients may be frustrated about being unemployed and display this through aggressive behaviour.</p>		
<b>Motivation</b>		
<p>Self-motivated and capable of responding independently to problems and situations and exercising initiative within the remit of the programmes.          Keen to learn and develop new skills and take on new challenges.          Flexible approach to working, including evenings and weekends as required          Commitment to providing a quality service          Commitment to Continual Professional Development          Strong corporate orientation and a commitment to tackling issues in a non-departmental manner.          Dependable, reliable and keeps good time.          Models and encourages high standards of honesty, integrity, openness, and respect for others.          Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.          Proactive and achievement orientated.          Able to work with little direct supervision.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits