

## JOB DESCRIPTION

Post Title: Employment Support Specialist	Director/Service/Sector: NCT/Support Planning		Office Use
Grade: Band 6	Workplace:		JD REF: 4561
Responsible to: Business & Integration Manager	Date: March 2025	Manager Level: NA	
Job Purpose:			
<p>The role of the Job Coach is to work intensively providing employment support to people who need support to find work (and stay in work). This will include supporting individuals with barriers to employment including disabilities; both physical and learning disabilities, those with mental ill health and Neurodiverse conditions.</p> <p>The role involves providing personalised support to clients in achieving sustainable, paid employment. This includes building strong relationships to offer guidance on work placements and job opportunities, while developing participants' work skills and boosting their confidence, independence, and resilience. Close collaboration with employers is essential to create suitable job openings, provide necessary support and training, and offer tailored in-work assistance to secure and maintain successful employment outcomes.</p> <p>The post holder must cultivate strong partnerships with individuals, partner organisations, participants families, internal and external collaborators, and employers.</p> <p>This role will follow closely the model of supported employment and will require job coaches to work within a delivery framework. Lone and collaborative working will be required to offer a person-centred approach to each participant.</p>			
Resources	Staff	None	
	Finance	Manage an NCC discretionary employment budget of up to £2500 per annual caseload, ensuring the safekeeping, confidentiality & security of council financial resources.	
	Physical	Recording client data using management information systems. Responsible for security of laptop, data, mobile phone, mobile broadband & printer.	
	Clients	Local residents who are searching for work or who need support to stay in work. Training providers, Education Providers, NHS teams, other public sector agencies,	

voluntary sector organisations, employers, Health and support service providers, general public.

**Main duties:**

- Engaging with and recruiting suitable participants onto the programme, building and working with a range of referral partners including Adult care, and education colleagues (internal) as well as education providers, VCS and JCP partners.
- Manage a small caseload to deliver the supported employment model of support to offer of personalised support to meet the long-term goals of individuals with barriers to employment including health issues, disabilities, including those with learning, physical, sensory, neurological, autism and mental health conditions.
- Build relationships with colleagues and partners to engage and generate referrals and create collaborative working partnerships promoting employment as a positive outcome
- Develop participants' interpersonal skills to enhance self-esteem, confidence, and social communication.
- Prepare clients for job interviews focussing on their abilities and transferable skills assisting with jobsearch support, identifying vacancies, CV writing, application forms, facilitating and delivering group sessions, interview techniques etc.
- Create detailed vocational profiles and action plans to identify development needs and support employment goals.
- Collaborate with educational providers offering job coaching and supported employment services.
- Develop participant independence in travel, personal safety, and workplace access.
- Build and maintain strong and effective relationships with new and existing employers to generate vacancies including regular contact and explore hidden as well as advertised employment opportunities
- Spend time getting to know local employers, to negotiate job opportunities that meet everyone's strengths, needs, abilities and preferences. When placing service users with employers, ensure that the quality of work environments is explored, including potential for workplace adjustments that will accommodate individual strengths, skills symptoms and coping skills.
- Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and ongoing contact with the employer to ensure job retention
- Develop and maintain a wide knowledge of Local Labour Market Intelligence and opportunities for clients
- Collaborate with professionals to explore self-employment or social enterprise options.
- Maintain professional relationships with the service users of the programme and with key internal and external stakeholders, with particular attention to confidentiality and the maintenance of boundaries.
- Be responsible, via paper or electronic systems, for maintaining accurate records and securely storing and retrieving necessary information/documentation as per GDPR requirements and information governance protocols
- Provide in-work job support for all participants which could include:
  - Understanding their job role.
  - Adhering to workplace conduct.
  - Building relationships with mentors/managers.

- Increasing independence and resilience for long-term job success.
- Build relationships with internal colleagues and external partners.
- Collaborate with participants and families/carers to raise aspirations and maximise employment opportunities.
- Provide specialist support and advice to employers, including health and safety, safeguarding, and disability awareness training.
- Conduct health and safety audits for work experience placements and service level agreements
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- 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.
- Be responsible for own performance targets in regard to contractual KPI's
- Provide accurate and up to date management information, evaluative and statistical information
- Accurate record keeping on paper and electronic based systems to assist in collection and interpretation of monitoring information, including client and stakeholder feedback.
- Participate in workforce development.
- Ensure adherence to safeguarding and child protection policies
- 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

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:

Working patterns:

Working conditions:

Job requires travel in and around Northumberland. Must have a valid UK driving licence and must have access to a vehicle for work purposes  
May occasionally require travel to other local authority areas and other regions for training or stakeholder events.

Flexi time, Will involve out of hours work on occasion including weekends to support participants and employers. Some clients have high levels of emotional stress and demands.

## PERSON SPECIFICATION

<b>Post Title:</b> Employment Support Specialist	<b>Director/Service/Sector:</b> Employability Service, Northumberland Skills, Children's Services.	Ref 4561:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>• NVQ Level 4 qualification or experience working in employment services supporting people to obtain or keep work</li> <li>• Good general level of education to A Level standard or above/equivalent qualification or experience level</li> <li>• Understanding of the employment needs, and challenges faced by people who experience labour market exclusion</li> <li>• Good knowledge of local labour markets and employment trends</li> <li>• Current driving licence and access to own transport</li> <li>• Knowledge of DWP out-of-work benefits and the wider benefits system</li> <li>• Detailed knowledge of training and employment support services</li> <li>• Knowledge of funding streams for training / economic development / business support</li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 Supported Employment</li> <li>• Understanding of current national and regional welfare to work policy.</li> </ul>	
<b>Experience</b>		

<ul style="list-style-type: none"> <li>• Experience of working with people with disabilities; both physical and learning disabilities, those with mental ill health and Neurodiverse conditions</li> <li>• Track record of promoting inclusive employment practice with individuals and employers.</li> <li>• Experience of working with the target client group, i.e. Jobseekers and residents of deprived areas both individually and in groups</li> <li>• Experience of working with a wide range of public, private, community and voluntary sector and businesses.</li> <li>• Current knowledge of training and employment support provision.</li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of delivering a supported employment service</li> <li>• Using Information Advice and Guidance, action planning, job search and other related support.</li> <li>• Relevant experience in careers advice and/or employability</li> <li>• Awareness of current national and regional welfare to work policy</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Understanding of issues / potential barriers relating to people with disabilities and mental health difficulties and their progression into employment.</li> <li>• Outstanding interpersonal skills and ability to build rapport with a range of people</li> <li>• Understanding of the impact of the welfare system and the impact of seeking and maintain employment.</li> <li>• Knowledge of disability and employment issues.</li> <li>• Ability to communicate effectively with a range of individuals, i.e. employers and colleagues in the Local Authority, and exchange complex and contentious information.</li> <li>• Problem solving for participants who have complex physical, mental health and communication needs.</li> <li>• A person-centred, empathetic and non-judgemental approach to working with people.</li> <li>• Ability to use ICT including Outlook and Microsoft Office.</li> <li>• Good written skills and an ability to produce clear and understandable reports.</li> <li>• Can effectively manage time to meet deadlines while maintaining high standards and good organisational skills</li> </ul>		

<ul style="list-style-type: none"> <li>• Effective negotiation skills.</li> <li>• Persistence and perseverance</li> <li>• Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to different and difficult situations.</li> </ul>		
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Committed, enthusiastic and resilient approach to delivering objectives and a flexible attitude to helping supporting clients and colleagues.</li> <li>• Ability to manage own time, caseload, information and resources effectively and efficiently.</li> <li>• Ability to work at various locations throughout Northumberland and use mobile technology to enable mobile working</li> <li>• Ability to cope with lengthy periods of concentrated mental attention with high levels of work-related pressure.</li> <li>• Ability to work autonomously without direct supervision, whilst operating within delegated level of responsibility.</li> <li>• A proportion of clients may have mental health or behavioural problems which will result in emotional stress for the job holder.</li> <li>• Clients may be frustrated about being unemployed and display this through aggressive behaviour.</li> <li>• Be required to exert light physical effort for short periods.</li> <li>• Ability to meet the mobility and geographical requirements of the post</li> </ul>		
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>• Self-motivated and capable of responding independently to problems and situations and exercising initiative within the remit of the programmes.</li> <li>• Keen to learn and develop new skills and take on new challenges.</li> <li>• To undertake mandatory training as required including training in the supported employment approach</li> </ul>		

<ul style="list-style-type: none"> <li>• Flexible approach to working, including evenings and weekends as required</li> <li>• Commitment to providing a quality service</li> <li>• Commitment to Continual Professional Development</li> <li>• Strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</li> <li>• Dependable, reliable and keeps good time.</li> <li>• Models and encourages high standards of honesty, integrity, openness, and respect for others.</li> <li>• Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.</li> <li>• Proactive and achievement orientated.</li> <li>• Able to work with little direct supervision.</li> </ul>		
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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