

## Job Description

**Job Title:** Employment Coach – Restart  
**Reports to:** Team Leader  
**Location:** Birmingham and Solihull

### Purpose

Restart is an innovative programme, aimed at supporting individuals (participants) who are seeking employment, to help them to find work. The Coach will work with participants on the Restart programme on a one to one and group basis, both in person and digitally. The Coach will welcome participants to the programme, explaining the support available, and will seek to understand participant goals and aims and challenges regarding finding suitable employment in order to determine suitable support. The Coach will deliver a programme of supportive employability focused sessions on site and digitally. The Coach will work as part of a team, who collectively will be supporting participants to secure job opportunities.

### Main Duties and Responsibilities

1. Carry out initial one-to-one meetings with participants who are starting on the Restart programme to introduce them to the programme.
2. Facilitate inductions and assessment centres for all participants starting on programme.
3. Produce initial diagnostic assessment for each participant completing an induction.
4. Work collaboratively with the Employment Consultant team, using the initial diagnostic assessment to determine and agree a suitable action plan with each participant.
5. Support with the digital delivery of induction and development sessions across our locations and remotely to encourage participants to engage, participate in and benefit from the programme.
6. Delivery a programme of planned supportive sessions on site and remotely.
7. Run group sessions with participants, focused on specific job searching activities, supporting participants to find and apply for vacancies.
8. Help our external partners and internal staff to deliver supportive sessions and interactions within our centres.
9. Help to create a safe and welcoming environment, both for in person and digital delivery, ensuring that the services delivered to participants are effective and safe.

### Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p><b>Person Specification</b>  <b>Job Title:</b>  (E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Hold (or willingness and ability to achieve) Level 3 Award in Education and Training or equivalent. (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge of and understanding of employment support services delivery. (D)</li> <li>• An understanding of barriers that individuals may face in finding suitable work. (E)</li> <li>• Experience in successfully delivering a structured programme of training and coaching sessions.(D)</li> <li>• Experienced of providing support to individuals in a one to one or group setting. (E)</li> <li>• Experience of delivering effective training or information sessions using a range of media both face-to-face and remotely. (D)</li> <li>• Confident in learning and relaying information to individuals in an engaging and impactful way. (E)</li> <li>• Experience of providing high quality one-to-one support or coaching that is motivational and engaging. (D)</li> <li>• Experience of providing coaching, guidance or advice to others. (E)</li> <li>• Track record of achieving individual and team performance targets and goals (E).</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Good IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)</li> <li>• Excellent verbal and written skills and ability to communicate concisely and effectively. (E)</li> <li>• Demonstrable experience of providing excellent customer service skills. (E)</li> <li>• Understanding of our client group and the barriers our clients may face. (E)</li> <li>• Willingness to help and support others to reach their goals. (E)</li> <li>• Able to build good rapport and trust. (E).</li> <li>• Comfortable and confident to engage with groups. (E)</li> <li>• Ability to work on own initiative and as part of a team. (E)</li> <li>• Understanding of data protection and information security. (E)</li> </ul>

## **Personal qualities, communicating and relating to others**

- Ability to cope with a variety of situations in a proactive manner. (E)
- The ability to form friendly and supportive relationships with others. (E)
- The ability to communicate effectively and appropriately for the audience. (E)
- Good organisational and self-motivation skills. (E)
- Excellent interpersonal, communication and presentation skills. (E)
- Flexible and willing to undertake additional tasks to support the team and the business (E)

## **Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at a basic level. This will be completed as part of the onboarding process. (E)

## **Other**

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)