

Job Description

Job Title: Employment Coach (Find Your Future)
Reports to: Team Leader (Find Your Future)
Location: Birmingham and Solihull, or the Black Country
£23,840-£28,043 depending on experience

Purpose

Find Your Future ESF Project will equip unemployed and economically inactive adults with the skills and support they need to take full advantage of training, volunteering and employment opportunities created before, during and after the Commonwealth Games (CWG).

Embedded in the local community, you will work with a caseload of participants to provide intensive employability support to help them to overcome barriers and achieve realistic job goals. The Employment Coach will work as part of a team, who collectively will be supporting participants to secure job opportunities.

Main Duties and Responsibilities

1. Engage and support the progression of participants on a caseload basis, to understand their goals, create an action plan, meet regularly, carry out proactive job searches, access skills training opportunities and signpost to other local services to get the right support for the participant.
2. Work collaboratively with the team to ensure individual and team targets are met and/or exceeded.
3. Undertake outreach activity within the local community, build relationships with local stakeholders and agencies in the area to generate referrals and create collaborative working partnerships.
4. Carry out diagnostic screening, and skills analysis to determine and agree a suitable action plan with each participant.
5. Deliver a programme of one-to-one planned support sessions and ensure regular contact is maintained and recorded for the duration of the project.
6. Develop and maintain effective working relationships with National Careers Service and the Learning & Skills provision, as well as with a range of external agencies who can help support participants to achieve their employment goals.
7. Monitor participant progress against agreed action plans, providing advice and support as well signposting and referral to appropriate partners.
8. Maintain awareness of employment opportunities available within the area and conduct targeted job search activities, based on the skills set and goals of the participants, via job brokerage activity with local employers.
9. Assist in the delivery of marketing activity and promotional events
10. Maintain an up to date working knowledge of the local labour market, training opportunities and relevant support agencies.

11. Maintain accurate and timely participant records in line with ESF contractual requirements. Produce appropriate documents and records to a high standard.
12. Record all interactions with participants on the CRM system in a timely manner to meet contract deadlines, compliance and evidence requirements
13. Work flexibly as required which may require some working out of normal office hours
14. Share best practice with colleagues

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 cooperate 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 an Equality and Diversity 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 participants, 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. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to Line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.
10. Ensure that good practice is shared across employment services and with the wider organisation.
11. Actively promote and embed the Trust's behaviors.

This role 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.

Person Specification

(E = Essential, D = Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Minimum of GCSEs grade 4 in English and Maths or equivalent. (E)
- Hold (or willingness and ability to achieve) Level 3 Employment Related Services/Information, Advice and Guidance qualification or equivalent. (E)

Experience

- Knowledge of and understanding of employment support services delivery. (E)
- Experience of engaging with the client group and demonstrating an understanding of the barriers individuals may face in finding suitable work. (E)
- Experience of providing high quality one-to-one support or coaching that is motivational and engaging. (E)
- Experience in action planning to manage progression. (E)
- Experience in identifying individual's motivators to enable them to take ownership of their goals and actions. (E)
- Strong track record in achieving individual and team performance targets and goals. (E)
- An understanding of the local and regional labour market and employment issues within one or more sectors or industries. (E)

Skills and Attributes

- Understanding of the client group and the barriers they face (E)
- Ability to build a good rapport and trust to help and support others to reach their goals. (E)
- Comfortable and confident engaging with individuals and groups (E)
- Ability to work on own initiative and as part of a team. (E)
- Willingness to travel to outreach locations. (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results. (E)
- Comfortable working remotely using a range of digital channels including phone, video conferencing, instant messaging, and email. (E)
- Ability to work on own initiative and as part of a team. (E)
- Solutions focused with ability to work under pressure. (E)
- Attention to detail in maintaining accurate and auditable records for ESF. (E)
- A practical understanding of recruitment and selection and job brokering processes within one or more sectors or industries. (E)
- Good IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)
- Understanding of data protection and information security. (E)
- Previous experience of working on a European Social Fund (ESF) project. (D)



Personal qualities, communicating and relating to others

- Excellent presentation, verbal and written skills and ability to communicate concisely and effectively. (E)
- Demonstrable experience of providing excellent customer service skills. (E)
- Ability to cope with a variety of situations in a proactive manner. (E)
- The ability to form friendly and supportive relationships with others. (E)
- Good organisational and self-motivation 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 Enhanced level. (E)

Other

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