

Job Description

Job Title:	WHP JETS Digital Coach
Reports to:	WHP JETS Digital Team Leader
Location:	Home Based, but with travel in the locality, covering Central or Home Counties delivery

This role is working on a DWP Work and Health Programme - Job Entry: Targeted Support (WHP/JETS)

Purpose

Contributing to our mission of reducing digital illiteracy, we are recruiting for a Digital Coach to support our participants in learning how to access and operate in a virtual world. As a WHP JETS Digital Coach you will be providing advice and support to guide and encourage participants to overcome barriers to employment and achieve realistic job goals by becoming confident in using digital equipment. Based from home, you will have a willingness to support participants through a blended learning approach using digital online technologies as well as in-person face to face support and be willing and able to travel.

The role holder will be expected to manage a caseload of participants, supporting their journey to employment by enhancing their skills and confidence in using digital devices and technology. The Digital Coach will offer advice and direction to enable participants to access support they need. It is expected that candidates for this position will be highly skilled in both IT and coaching and able to lead individuals and groups in order to maximise the learning environment and learning outcomes for our participants. Excellent interpersonal skills, and the ability to explain information to others in a variety of formats is crucial as is the ability to work collaboratively with colleagues and participants.

The support will be delivered predominately as face to face as part as outreach with an element of virtual delivery.

Main Duties and Responsibilities

1. Manage a caseload of participants requiring additional digital support prior to entering employment.
2. Maintain participant records in line with contract and funding requirements.
3. Ensure regular Coach / participant contact is maintained and recorded for the duration of the programme.
4. Use diagnostic screening, assessments and skills analysis to support participants consider all options available to them to gain employment.
5. Maintain regular contact with the Employment Advisors to update them on participant progress and achievements.
6. Monitor participant progress against agreed action plans, providing advice and support as well as onward referrals and sign-posting, if required.

7. Maintain awareness of employment opportunities available within your designated geographic area highlighting these to participants as appropriate.
8. Re-building participant confidence and self-efficacy in the post-COVID landscape through supportive interaction and sign-posting to required activities and training.
9. Be able and willing to travel within your Contract Package area so that digital coaching can be provided to participants face to face as well as over the phone or via video calls.

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 or 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 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 behaviours.

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

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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)**
- Information, Advice and Guidance qualification or equivalent. **(D)**
- Coaching qualification at EMCC / ILM Level 5 Diploma in Coaching and Mentoring (or equivalent) **(D)**, or if you do not hold this a demonstrable portfolio of people development through coaching practice **(E)**

Experience, Knowledge and Skills

- Experience of working in the employment and skills sector and delivering to specified targets, quality standards and compliance measures. **(D)**
- Experience in coaching and working with others to explain information clearly, calmly and concisely **(E)**
- Experience in action planning to manage the progression of others **(E)**
- Experience in using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities. **(D)**
- Ability to identify individual participant's motivators to enable them to take ownership of their goals and actions. **(E)**
- Experience of providing one to one support or digital coaching and positively influencing other people's professional or personal development. **(D)**
- Strong track record in achieving individual and team performance targets. **(E)**
- A practical understanding of recruitment and selection processes within one or more sectors or industries **(E)**
- Knowledge of employment law and disability legislation such as Employment Law, Health and Safety, Equality and Diversity, etc. **(D)**
- Ability to problem solve and respond appropriately to a variety of situations. **(E)**
- Ability to manage, support and review a caseload to achieve targets and participant progression. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. **(E)**
- Comfortable working remotely using a range of digital channels including phone, video conferencing, instant messaging and email. **(E)**
- Good administration, IT and organisational skills with good experience of using MS office software. **(E)**
- Solutions focused with ability to work under pressure **(E)**
- Ability to work on own initiative and as part of a team. **(E)**
- Ability to build rapport and engage with others, especially those who may feel disengaged or be lacking in confidence **(E)**
- Confidence presenting to varying group sizes with experience of facilitation and delivery in person and /or online **(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

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. (E)
- Willingness to undertake travel throughout the UK (E)