shaw trust

# Job Description

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| **Job Title:** | Assistant Job Coach |
| **Reports To:** | Supported Internship Manager |
| **Job Grade:** | F - Entry Level Professional |
| **Working Location:** | Geographical area with regional travel |
| **Required DBS Level:** | Enhanced DBS Adult & Child Check |

## Who we are

### Our Vision

A future where good, meaningful, rewarding, purposeful and dignified employment is accessible to all in society irrespective of life circumstances.

### Our Mission

To focus our experience, skills, advocacy, and passion to deliver the highest quality services for the people we support and to improve opportunities and access to work now and for the long term.

### Our Commitment

To co-create and deliver high quality employability programmes and complementary services for people with complex needs, challenging life circumstances or other barriers that impact on access to work.

## Role Description

To support the Job Coach site team to support interns on Shaw Trust (Prospects) Supported Internships to progress in their work placements and make successful transitions into paid employment. To ensure success during the workplace placements and to seek out job opportunities both within and outside of the host employers.

## What you will be doing



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• Provide individualised support for interns at their work placement or employment, including job coaching, mentoring and identifying assistive technology needs.

• Work as part of the Supported Internship Job Coach team to ensure interns are safe and productive on their work placements.

• Recognise and act on any issues concerning the safety and welfare of interns.

• Ensure health and safety and safeguarding concerns are reported appropriately to a Job Coach or SI Team Manager.

• Work with placement managers and employees to ensure interns are safe and understand their role.

•Develop a clear understanding of each intern's learning difficulties and/or social and emotional needs and support them in addressing these needs.

•Discuss with placement managers and mentors the intern's strengths, challenges and support requirements to ensure successful placements.

•Mentor interns in areas such as personal hygiene, communication skills, interview skills and appropriate workplace behaviour.

## What we need from you

**Must have/be able to:**

• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.

• Strong communicator verbally, in writing and using various IT tools with a diverse group including Senior Managers, professionals, young people and parents.

• Experience of working with people in a customer-facing role.

• Ability to work on own initiative and as part of a team.

• Able to quickly identify problems, think flexibly and resolve issues.

• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results.

**Great to have/be able to:**



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• Experience of providing one-to-one support or coaching and positively influencing other people's professional or personal development.

• A strong track record of building and maintaining relationships.

• Experience in using motivational and action planning techniques within a team context.



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## What we expect from all Shaw Trust Colleagues at this Job grade

• Good at building relationships both internally and externally. You need to be able to work as part of the team as well as independently when required

• Ability to demonstrate you can successfully work to targets and can provide excellent customer service skills

• Excellent verbal and written communication skills are key

• Ability to use your initiative and take a problem-solving approach to work tasks

• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases

• Be aware of, promote and implement our Integrated Management System which encompasses Environmental, Information Security, Quality, Occupational Health & Safety and Risk.

• To undertake any further training as identified in our review procedures.

• To understand and comply with The Health and Safety at Work Act 1974, The Data protection Act, Safe working practices, risk assessment control measures and statutory provisions as well as maintaining confidentiality about clients, staff, and other Trust businesses.

• To comply with our Diversity and Inclusion Policy. The key responsibilities for staff under this policy are set out in our Code of Conduct.

• To take personal responsibility for risk management by maintaining awareness and reporting risks to avoid the Trust being exposed to unnecessary risk.

• To partake in any additional responsibilities outlined by your line manager in relation to the job role



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