

# Job Description – Employment Coach, Connecting Communities (CC) – Shard End

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Post Employment Coach, Connecting Communities (CC) – Shard End

## Job Purpose

Embedded in the local community, you will be delivering intensive work focused pre-employment, employment progression and appropriate post-employment support. Working intensively with a maximum caseload of 50 customers. Meeting and exceeding performance targets for referrals, employer engagement, job starts and sustainment, in compliance with contractual guidelines and quality procedures.

Location Birmingham

Line Manager Relationship Manager – Connecting Communities (CC) – Shard End

Job Category Adults Workforce: any position that involves working/volunteering with adults

Salary TBC

DBS Disclosure Enhanced

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

## Job Description

Duties are as follows:

- Ensure adherence to the company's equalities and diversity policy
- Management of an active caseload of up to 50 customers to meet personal and team targets and KPIs and provide caseload support internally to colleagues
- Build relationships with local stakeholders to generate referrals and create a collaborative working partnerships in the geographical area
- Support customer to understand their skills, aspirations and produce an Action Plan to successfully gain sustainable employment or gain progression within employment

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- Assisting customers to understand their benefits through the delivery or sign posting f or In Work Benefit calculations
- Focus on rapid job search with the customer, whilst utilising local support networks to help them overcome their barriers to employment
- To develop effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals for example, local colleges, training providers and external supported employment services such as the National Careers Service
- Develop collaborative working relationships with employers to enable support to be provided to customers in work, and to help employers understand how to better support their staff. In particular, ensuring the service is focused on accessing the hidden labour market to unlock potential jobs that match with service user preference
- Source job opportunities for customers through tailored job search and regular contact with employers
- Provide individualised in work support ensuring effective support networks are in place to achieve sustainment
- Track customers to monitor their progress. Gather the evidence required as part of the reporting and claims process
- Record all interactions with customers on the CRM system in a timely manner to meet contract deadlines, compliance and evidence requirements
- Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements
- Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies
- To work flexibly as required by the individual and employer which may require some working out of normal office hours
- Other duties commensurate with the level and nature of the post

### **QUALIFICATIONS, SKILLS, KNOWLEDGE OR EXPERIENCE:**

#### **ESSENTIAL**

- Excellent communication skills with the ability to adapt to a wide range of communication and learning styles
- High level of optimism, initiative and effective interpersonal skills in order to engage effectively with customers

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- Influencing skills that promote commitment and action
- Strong team player with a positive and flexible approach to both work and colleagues
- Creative problem solving skills and a positive approach to challenging and overcoming limiting beliefs
- Ability to plan and organise workload to meet required targets and deadlines
- Experience of people development on a one to one basis
- Experience of meeting and exceeding programme outcomes and targets
- Creating and delivering customer Action Plans
- Experience working with employers to develop job opportunities for customers, and to support them whilst in work
- Attention to detail and ability to work to a defined delivery structure
- Able to work flexible hours and travel through prior arrangement as the needs of the job dictate

**Note:** As well as possessing the necessary qualifications, skills, knowledge or experience, having the right mind-set and behaviours which are in line with our company values is equally important.