**Job Profile**

**Wise Steps Job Coach**

**Grade G**

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| **Group:**  Policy, Economic Growth and Transformation |
| **Location:**  Greenesfield Business Centre |
| **Service:**  Economic and Housing Growth |
| **Line Manager:**  Operations Supervisor |
| **Car User Status:**  Casual |

**Job Purpose**

To provide high quality support, guidance and mentoring to people on Wise Steps. Coaches will work in a collaborative way with individuals to drive transformational change by utilising expertise, skills and a wide range of strategies to positively challenge and overcome the barriers to achieve progression in the person’s personal journey.

The key measures of success for this post are: engagement; job entries; training/education outcomes; progression into job search; minimum service levels; conversion rates; customer satisfaction.

**The key roles of this post will include:**

1. Sourcing suitable participants onto provision through establishing relationships with partner and community organisations
2. Developing and maintaining working relationships with key stakeholders including Jobcentre Plus, Local Authority services and specialist providers
3. Conducting individual diagnostic assessments to identify barriers to work and developing SMART action plans with clear goals and measures to overcome these barriers
4. Managing a participant caseload with a range of complex barriers, reviewing progression and utilising a range of specialist partners to help participants move closer to the labour market
5. Providing information advice & guidance, support on a 1-2-1 and a group basis and delivering a range of customised activities to help meet contractual obligations.
6. Job brokerage and matching to local labour market opportunities.
7. Ensuring electronic and clerical records meet compliance and contractual requirements.
8. Such other responsibilities which are appropriate to the grade of the post.

**Knowledge & Qualifications**

**Desirable**

Knowledge:

* National and regional welfare to work and skills provision
* Jobcentre Plus conditionality
* Local knowledge of support and development agencies within Gateshead

Experience of:

* Training/coaching/ facilitating
* Operating within a commercial and/or payment by results environment

# Essential

Knowledge:

* Barriers to employment
* Local labour market
* Out of work benefits

Qualifications:

* NVQ Level 4 Information Advice & Guidance or prepared to work towards

Experience of:

* Sourcing and retaining suitable participants onto provision
* Working to job start and/or job outcome targets
* Delivering interventions to help unemployed people into work
* Case management and the ability to broker support with external agencies

**Competencies**

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| **Self Awareness**  **Personal Effectiveness**  **Communication**  **Delivering Results**  **Joined Up Working**  **Improving Delivery**  **Motivating Teams and Individuals**  **Managing Team and Individual Performance**  **Managing Diversity** | Is self-aware, learns continuously and adapts behaviour in response to feedback.  Makes things happen, operates with resilience, flexibility and integrity.  Shares and listens to information, opinions and ideas using a range of effective methods.  Promotes customer focused service delivery. Plans and prioritises and learns from mistakes.  Promotes collaborative relationships with other services and colleagues in order to improve service delivery.  Seeks out the best way to deliver services, promotes innovation and learning and manages risks.  Creates the right environment for teams and individuals to perform at their best.  Gives clear direction and feedback to maximise performance.  Treats individuals with respect and consideration, takes employee policy and practice seriously. |

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