

Northumberland County Council

JOB DESCRIPTION

Post Title: Employment Coach	Director/Service/Sector: Employability and Skills, Wellbeing and Community Health Services Group		Office Use
Grade: 6	Workplace: Employability and Skills delivery venues – Various across Northumberland		JE ref: 2822 HRMS ref:
Responsible to: Employability Development Manager	Date: April 2014	Manager Level: NA	
<p>Job Purpose: To provide a range of intensive and tailored employment support to help out-of-work benefit claimants in Northumberland to develop the skills and attributes needed to move from welfare benefits and in to work. To secure sustainable job outcomes for out-of-work benefit claimants in Northumberland. (This may include jobseekers aged 18-24 and/or 25+, Employment Support Allowance claimants with physical and mental health conditions, and other who need support to find work and stay in work). To achieve targeted programme outcomes as required to secure sustainable job outcomes for out-of-work residents.</p> <ul style="list-style-type: none"> ● To provide jobseekers with a programme of support leading to sustained employment, informed by local labour market needs ● To provide mentoring and additional support to help clients develop skills and attributes that lead to sustainable employment ● To provide effective jobsearch and careers information, advice and guidance ● To work with business advisors and local employers to identify recruitment needs and help fill vacancies from the target client groups ● To develop networks with those involved in other client and employer engagement activities to support collaborative working and avoid duplication 			
Resources	Staff	None	
	Finance	Responsible for allocating small discretionary payments to clients with manager approval.	
	Physical	Recording client data using management information systems. Responsible for security of laptop, mobile phone, mobile broadband & printer.	
	Clients	Unemployed jobseekers resident across Northumberland. Training providers, other public sector agencies, voluntary sector organisations, employers, general public.	
<p>Main duties:</p> <ol style="list-style-type: none"> 1. Support Northumberland jobseekers to find and sustain work 2. Engage, build and maintain effective relationship with clients and provide effective IAG, confidence building and aftercare 3. Assess client s' employment and skills needs to help them meet current and future career aspirations. 4. Develop individual action plans and mentor, support and encourage clients to achieve goals and overcome barriers to work 5. Provide a range of jobsearch support, including; identifying vacancies, CV writing, supporting application forms, interview techniques etc. 6. Coach and prepare clients for job interviews 7. Provide in-work support to help clients that have found work to sustain their job. Act as an advocate with the employer where necessary. 8. Negotiate and refer to support services as needed to enable progression. 			

9. Support clients' personal and skills development, address training and development needs and access mainstream resources and other appropriate support.
10. Develop and maintain a wide knowledge of Local Labour Market Intelligence and opportunities for clients
11. Support and advise local employers on recruitment, selection, induction and training
12. Maintain an up-to-date knowledge of the skills support services and utilise local provision, ensuring clients are referred to high quality and appropriate provision.
13. Work collaboratively with partners to ensure best possible outcomes for each client and employer and avoid duplication of service.
14. Work with team members and other colleagues to develop good practice work and skills materials to support the client and employer.
15. Be responsible for own administration and record keeping on paper and electronic based systems as required, and assist in collection and interpretation of monitoring information, including client and stakeholder feedback, in accordance with funder requirements.
16. Any other duties appropriate for the successful operation of the project.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

Working patterns:

Working conditions:

Job requires some travel in and around Northumberland to different locations throughout the day. May occasionally require travel to neighbouring local authority areas.

37 hours flexi time, may involve some occasional out of hours work

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PERSON SPECIFICATION

Post Title: Employment Coach	Director/Service/Sector: Employability and Skills, Wellbeing and Community Health Services Group	Ref: 2822
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Good general level of education to A Level standard or above NVQ Level 4 in Information Advice & Guidance. Understanding of the barriers to work faced by unemployed jobseekers in Northumberland. Good knowledge of local labour markets and employment trends Understanding of DWP out-of-work benefits and the wider benefits system Detailed knowledge of training and employment support services and the infrastructure of multi-agency welfare to work support in Northumberland Knowledge of funding streams for training / economic development / business support</p>	<p>NVQ Level 6 in Information Advice & Guidance Degree or equivalent qualification in a relevant discipline Understanding of current national and regional welfare to work policy. Current driving licence and access to own transport</p>	
Experience		
<p>Experience of supporting workless people into employment using Information Advice and Guidance, action planning, job search and other related support. Experience of delivering outcomes to achieve contract targets in welfare-to-work programmes. A good track record of placing people into jobs and providing them with in-work support Experience of working with the target client group, i.e. Jobseekers and residents of deprived areas. Experience of delivering to the target client group, individually and in groups Experience of working with a wide range of public, private, community and voluntary sector and businesses. Current knowledge of training and employment support provision. Experience of identifying job vacancies and working with employers</p>	<p>A specialism in working with particular groups (young people, people with health conditions, people with additional needs etc.) Extensive relevant experience in careers advice and/or employability</p>	
Skills and competencies		
<p>Skills to find innovative and informed solutions to the challenges of the project Ability to assimilate complex information and produce clear and concise feedback, reports and briefing documents or presentations. Ability to set and manage priorities. Excellent customer service skills. Ability to effectively network and cultivate partnership working with organisations, agencies and employers to maximise opportunities for clients.</p>		

<p>Ability to develop and maintain constructive relationships with stakeholders Excellent communications including oral, written and advocacy skills. IT literacy commensurate with the needs of the post particularly in relation to the use of web based tracking software, word processing and file management. Work effectively as part of a team.</p>		
Physical, mental and emotional demands		
<p>Committed, enthusiastic and resilient approach to delivering objectives and a flexible attitude to helping supporting clients and colleagues. Ability to manage own time, information and resources effectively and efficiently. Ability to work autonomously without direct supervision, whilst operating within delegated level of responsibility. A proportion of clients may have mental health or behavioural problems which will result in emotional stress for the job holder. Clients may be frustrated about being unemployed and display this through aggressive behaviour.</p>		
Motivation		
<p>Self-motivated and capable of responding independently to problems and situations and exercising initiative within the remit of the project. Keen to learn and develop new skills, and take on new challenges. Flexible approach to working, including evenings and weekends as required Commitment to providing a quality service Commitment to CPD Strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Able to work with little direct supervision.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits