



## Job profile

### Wise Steps Job Coach

### Grade G

**Group:** Economy, Innovation and Growth

**Service:** Business Employment and Skills

**Location:** Civic Centre

**Line Manager:** Employment Services Manager

**Car User Status:** Casual

#### Job Purpose

To provide high quality support, guidance and mentoring to people experiencing multiple barriers to work. Work in a collaborative way to help people move closer to and into work and 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

### Essential:

#### Knowledge

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

#### Experience

- 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

#### Qualifications

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

### Desirable:

#### Knowledge

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

#### Experience

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





## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences

