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| **Job Description** |
| **Post title** | DurhamEnable Job Coach |
| **JE Reference No** | N10486 |
| **Grade** | Grade 7 |
| **Service** | Children and Young People’s Service |
| **Service Area** | Educations and Skills; Progression Team |
| **Reporting to** | The Job Coach is accountable to the DurhamEnable Team Leader |
| **Location** | Your normal place of work will be an approved team location, but you may be required to work at any Council workplace within County Durham. Your work will involve visits to employers in County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Relevant to this post** | This post is funded through ESF as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The post is initially for a 2-year period.  |

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| **Description of role** |

The role of the Job Coach is to work intensively with unemployed people (participants on programme) aged 18 and above with disabilities; both physical and learning disabilities, those with mental ill health and Autism.

Your role will be to deliver a personal and sustainable offer to support clients towards paid employment opportunities. You will develop and build strong relationships in order to support and advise on work placements and employment opportunities. You will help develop participants work skills alongside improving their independence, confidence, self-esteem and resilience. You will work closely with employers to create/carve job opportunities, offer them the support and training they need to make any reasonable adjustments and deliver bespoke in work support in order to secure and sustain job outcomes.

It will be essential for the post holder to establish strong networks and working relationships with people with disabilities and mental health issues as well as their families, internal and external partners and employers.

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| **Duties and responsibilities** |

Listed below are the duties this role will be primarily responsible for:

* To work closely with participants on DurhamEnable who are unemployed and require intensive support to progress into employment;
* To manage and be responsible for a caseload of DurhamEnable participants;
* To offer a personalised service to meet the long-term outcomes and aspirations of unemployed people with disabilities. This client base will include those with learning and/or physical disabilities, sensory impairment, neurological and autism spectrum condition and mental health problems;
* To ensure targeted outcomes to develop a participant’s interpersonal skills and qualities to demonstrate growth in self-esteem, confidence and social communication skills, where appropriate;
* To work intensively with participants to prepare their vocational profile, identifying skills, experience, current needs and relevant support networks, leading to an action plan identifying development needs in order to lead to future employment;
* To support participants with the development of work-related activities such as CV writing and skills in job searching and interview techniques;
* To liaise with other professionals to provide support and advice on aspects of self-employment and social enterprise, where appropriate;
* Provide in work job support for all participants. You will be expected to support elements of growing independence in travel, personal safety and accessing their place of work. At work, you will be expected to support a participant to develop their skills and abilities in a range of areas including:
	+ Understanding the job role;
	+ Establishing an understanding of workplace conduct;
	+ Developing key working relationships with identified mentors/managers to offer further wrap around support for the young person, where required;
	+ Increasing a participant’s independence and resilience to successfully manage in the longer term;
* To build relationships with internal colleagues and external partners such as DurhamWorks, SEND Casework teams, Adult Social Care, Job Centre Plus, TEWV and others to identify and engage suitable participants who may benefit from DurhamEnable;
* To contribute to Care and Recovery plans where required;
* To work with participants and their families/carers to ensure the raising of aspirations in order to maximise chances of success in terms of progressing into employment;
* To utilise local employer networks in order to identify appropriate employers to create and secure paid work opportunities;
* To proactively approach and work with local businesses to identify suitable new job opportunities for DurhamEnable participants;
* To provide specialist support and advice to employers to enable participants to be fully integrated into the workforce and to make reasonable adjustments as appropriate. This will include health and safety, safeguarding and disability awareness training;
* To undertake travel training with participants, if required;
* To manage and maintain electronic and paper-based information systems, to ensure all supportive interventions are recorded accurately and in a timely fashion;
* To ensure that all work experience activity is evaluated and used as a tool for continuous improvement;
* To undertake health and safety audits as necessary, prior to a participant commencing a work experience placement;
* To work closely with Support Officers to offer peer mentoring to the participant (where appropriate) and gain feedback on the service to ensure a co-production model of continuous improvement;
* To produce evaluative reports and statistical information, as required;
* To undertake workforce development appropriate to the role, as identified through support and supervision;
* To ensure effective safeguarding and child protection arrangements, in line with Durham County Council policy and guidelines;
* To liaise effectively with educational providers who offer job coaching and supported employment as part of their service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Level 3 qualification in a relevant field e.g. Employment Related Services; Information, Advice and Guidance; Youth Work etc;
* Willingness to work towards a Supported Employment Qualification.
 | * Recognised teaching or training qualification (EG TSI, PTLLS);
* IAG level 3;
* Qualification in British Sign Language Level 1 or above.
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| Experience | * Suitable experience of working directly with people with mental ill health, disabilities/additional needs/SEND and/or in the community, education, employment or training settings;
* Experience of working with multiple partner agencies such as health, social and/or educational providers and related local authority services;
* Able to demonstrate empathy with the concept of social inclusion and the social model of disability;
* Experience of providing information and advice;
* Experience of updating and maintaining databases;
* Experience of working with employers;
* Track record of promoting inclusive employment practice with individuals and employers.
 | * Experience of inclusive employer engagement practise including creating/carving employment opportunities;
* Experience in the supported employment sector;
* Experience of Travel Training;
* Experience of lone working and managing own workloads to meet the needs of clients.
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| Skills & Knowledge | * Understanding of issues / potential barriers relating to people with disabilities and mental health difficulties and their progression into employment;
* Understanding of the impact of the welfare system and the impact of seeking and maintain employment;
* Knowledge of disability and employment issues;
* Ability to communicate effectively with a range of individuals, including employers and colleagues in the Local Authority;
* A person-centred, empathetic and non-judgemental approach to working with people;
* Ability to use ICT including Outlook and Microsoft Office;
* Good communication and interpersonal skills;
* Good written skills and an ability to produce clear and understandable reports;
* Good organisational skills;
* Ability to prioritise and manage own workload;
* Effective negotiation skills.
 | * Knowledge of Supported Employment techniques such as vocational profiling, job matching / carving and task analysis;
* How to develop partnerships, networks and circles of supportto develop the individual's aspiration to work and have a career;
* Knowledge of the core values of Supported Employment.
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| Personal Qualities | * Confident approach;
* High level of professionalism;
* High aspirations for people with disabilities;
* Personal resilience;
* Ability to motivate self and others;
* Adaptability, flexibility and capacity to work effectively under pressure and to tight deadlines;
* Ability to use tact and diplomacy;
* Ability to work as part of a team making active contributions to support its success;
* Willingness to undertake ongoing workforce development;
* Commitment to Equal Opportunities.
* Access to a car or means of mobility support (if driving, must hold a full current UK driving licence and appropriate insurance).
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