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| **Job Description** | |
| **Post title** | Job Coach Assistant |
| **JE Reference No** | N11144 |
| **Grade** | Grade 5 |
| **Service** | Children and Young People’s Service |
| **Service Area** | Education and Skills; Progression Team |
| **Reporting to** | The Job Coach Assistant 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 permanent and is funded through ESF as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. |

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| **Description of role** |

The role of the Job Coach Assistant is to support the team of Job Coaches by providing a range of administrative, training and coaching support to DurhamEnable Job Coaches who work intensively with unemployed people (customers on the programme) aged 18 and above with disabilities; both physical and learning disabilities, those with mental ill health and Autism.

You will help support our customers on their pathway to work by contributing to the delivery of their identified plans including community-based work as well as employment support. You will provide support in local communities to establish working relationships with people with disabilities and mental health issues as well as their families/support networks, 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 assist Job Coaches and Team Leaders to work with our customers on DurhamEnable who are unemployed, in a variety of settings including employment, community-based and voluntary organisations;
* To assist Job Coaches with the management of caseloads for DurhamEnable customers, contributing towards meeting the long-term outcomes and aspirations of unemployed people with disabilities;
* To support Job Coaches with the provision of in-work job support for DurhamEnable customers including independence in travel, task analysis, personal safety and accessing their place of work;
* 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 support an area-based networking approach, liaising with other professionals to provide support and advice on supported employment in County Durham;
* To be motivated to work with a diverse customer base including those with learning and/or physical disabilities, sensory impairments, neurological and autism spectrum condition and mental ill health;
* 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 customers who may benefit from DurhamEnable;
* To provide support and advice to potential DurhamEnable participants at referral stage on the service;

* To record, monitor and report on targeted outcomes throughout a customers’ journey into employment;
* To manage and maintain electronic and paper-based information systems, to ensure all supportive interventions are recorded accurately and in a timely fashion;
* To undertake health and safety audits as necessary, prior to a customer commencing a work experience placement;
* To produce reports and statistical information, as required;
* To undertake workforce development appropriate to the role, as identified through support and supervision;
* To follow effective adult safeguarding arrangements, in line with Durham County Council policy and guidelines.

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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 | * A Level 2 qualification in a relevant field such as health and social care, learning support assistant, peer mentoring or IAG. | * Recognised education or training qualification (TSI, PTLLS); * Qualification in British Sign Language Level 1 or above. |
| Experience | * Experience of supporting people in their local education, care/community, voluntary or employment settings; * Able to demonstrate empathy with the concept of social inclusion and the social model of disability; * Experience of recording and reporting of information. | * Experience of lone working and managing own workloads to meet the needs of clients. * Experience of working with partner agencies such as health, social and/or educational providers and related local authority services; |
| Skills & Knowledge | * An understanding of the issues / potential barriers that disabled people may face in their local communities; * Ability to communicate effectively with a range of individuals; * 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; |  |
| Personal Qualities | * Confident approach; * High level of professionalism; * High aspirations for people with disabilities; * Personal resilience; * Ability to motivate self and others; * Flexible approach to working; * 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). |  |