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| **Job Description** | |
| **Post title** | Employment Coach |
| **JE Reference No** | N10486 |
| **Grade** | Grade 7 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Education and Skills; Progression and Learning |
| **Reporting to** | Progression 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 until 31 December 2023 through the ESF/YEI DurhamWorks 3 project; this post will spend 100% of time on DurhamWorks 3. This post is funded through ESF and the Youth Employment Initiative, under the 2014-2020 European Structural and Investment Funds Growth Programme - 1.3 Sustainable Integration of Young People into the Labour Market. |

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| **Description of role** |

The role of the Employment Coach is to work intensively with unemployed young people aged 16 – 24 yrs. old to support them into sustained employment opportunities.

Your role will be to deliver a personalised and intensive programme of support. You will develop and build strong relationships to engage young people, ensure a level of commitment to the programme and carry out a thorough assessment period. You will help develop participants work skills alongside improving their confidence, self-esteem, and resilience. You will work closely with employers to create/carve job opportunities, provide support and training to make any reasonable adjustments and deliver bespoke in work support to secure and sustain job outcomes.

It will be essential for the post holder to establish strong networks and working relationships with young people 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 utilise creative approaches in order to engage and work closely with young people who are unemployed and require intensive support to progress
* To manage and be responsible for a caseload of young people
* To offer a personalised service to meet the long-term outcomes and aspirations of unemployed young people. This client base will include young people who have barriers to learning and more complex needs such as those identified as being in a vulnerable group. For example, young people who have been in receipt of support from Children’s Social Care, have Special Educational Needs and/or a Disability (SEND), are Looked After or Care Experienced and are appropriate for support
* To develop integrated working to ensure targeted groups of young people are identified and supported to improve their interpersonal skills and qualities and demonstrate growth in self-esteem, confidence and social communication skills, where appropriate
* To work intensively with young people utilising a number of assessment tools to prepare a vocational profile, identifying skills, experience, current needs and relevant support networks, leading to a clear action plan to progression
* To support participants with the development of work-related activities such as CV writing and skills in job searching and interview techniques
* Provide advice and referral on provision available which includes bespoke pathways to employment such as Vocational Routeways, Peer Mentoring, Work Experience, Volunteering, Employer Grants and Intermediate Labour Market Interventions (ILM – funded work placements)
* To liaise with Delivery Partners and Sub-Contractors to ensure young people are referred to the most appropriate provision on the DurhamWorks programmes
* 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, where appropriate. 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 key internal colleagues and external partners such as DurhamWorks, DurhamEnable, SEND Casework teams, Children and Young People’s Services, Job Centre Plus, Youth Justice Service, Education Providers and others to identify and engage suitable participants who may benefit from support
* 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 both paid and unpaid opportunities
* 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 may 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 interventions are recorded timely and accurately
* To undertake health and safety audits as necessary, prior to a participant commencing a work experience placement
* To work closely with both internal and external partners, including the team as required
* To undertake workforce development appropriate to the role
* To ensure effective safeguarding and child protection arrangements, in line with Durham County Council policy and procedures
* To engage young people in effective dialogue to review and improve delivery

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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 | * Recognised teaching or training qualification (EG TSI, PTLLS) * IAG level 3 |
| Experience | * Suitable experience of working directly with young people with multiple barriers/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 * Previous history of successful engagement with young people and the ability to build relationships in order to progress * Experience of providing information, advice and guidance * Experience of updating and maintaining databases * Experience of working with employers * Experience of delivering planned interventions that lead to improved outcomes for young people | * Experience of inclusive employer engagement practise including creating/carving employment opportunities * Experience of Travel Training * Experience of autonomous working and managing own workloads to meet the needs of clients |
| Skills & Knowledge | * Understanding of issues relating to young people with multiple barriers to employment * Understanding of the impact of the welfare system and the impact of seeking and maintaining employment * Knowledge of statutory services and their interventions in relation to young people in the Education system * Knowledge of post-16 learning and career options * Ability to communicate effectively with a range of individuals, including young people, employers and colleagues in the Local Authority * A person-centred, empathetic and non-judgemental approach to working with young 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 and advocacy skills | * Knowledge of Supported Employment and Assessment 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 |
| Personal Qualities | * Confident approach * High level of professionalism * Hold high aspirations for young people to progress * 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). |  |