

JOB DESCRIPTION

Post Title: Health and Wellbeing Employment Coach	Director/Service/Sector: Employability Team, Learning and Skills Service		Office Use
Grade: 6	Workplace: Wansbeck Workspace, Ashington. The post will also work from other NCC sites and community venues throughout Northumberland for outreach service and may include travel to other local authority areas.		JE ref: 3769 HRMS ref:
Responsible to: Business and Integration Manager	Date: October 2020	Manager Level: NA	
Job Purpose: A Health and Wellbeing Adviser is responsible for providing a range of interventions and support to participants on employment programmes to help them to better manage health conditions, promote wellbeing activities and provide advice and guidance to move participants closer to employment. You will be responsible for a caseload of customers and will deliver short training sessions to groups and deliver 1:1 support. You will work with participants that may include jobseekers aged 18-24 and/or 25+, with physical and mental health conditions, and others who need support to address barriers to help them move towards and stay in work. You will work towards strict targets and guidelines in accordance to programme obligations reporting to the services Business and Integration manager. The service you deliver will be in line with NCC and stakeholder processes.			
Resources	Staff	None	
	Finance	Responsible for allocating discretionary payments to clients sub £500	
	Physical	Recording client data using management information systems. Responsible for security of laptop, mobile phone, mobile broadband & printer.	
	Clients	Unemployed and workless jobseekers and residents. Training providers, other public sector agencies, voluntary sector organisations, employers, Health and support service providers and the general public.	
Main duties: <div><div></div><div><div>1.</div><div>Develop fit for purpose Health and Wellbeing Plans for participants with SMART goals with Employment Coaches to ensure actions and activities for participants complement each other and are sequenced</div></div><div><div>2.</div><div>Support and manage a caseload of mandatory and voluntary Northumberland jobseekers to find and sustain work, achieving programme and personal KPIs including administration and caseload management.</div></div><div><div>3.</div><div>Develop partnerships and referral pathways with local health organisations and community partners to support collaborative working to help participants who require specific, specialist support to manage conditions and promote wellbeing.</div></div></div>			

4. Signpost participants to online health and wellbeing tools and support participants to navigate the local health and wellbeing landscape
5. Act as an Advocate and support participants to organise and attend health and wellbeing sessions with organisations
6. Engage, build and maintain effective relationships with clients, challenging perceptions by providing effective IAG and health and wellbeing advice
7. Provide up to date jobsearch and careers information facilitating both group and 1:1 sessions
8. Develop and maintain a wide knowledge of Local Labour Market Intelligence and vacancy opportunities for clients
9. Work with employers on recruitment and selection including sourcing appropriate vacancies, pre screening customers and organising work placements
10. Utilise and dispense in consultation with the line manager a fund to provide financial support to individuals where no other resource is available ensuring financial monitoring and compliance procedures are followed.
11. Work with team members, health organisations, employers, stakeholders and other colleagues to develop good practice consistent with service and contractual agreements and programme quality assurance plans/frameworks
12. Deliver effective caseload and time management, accurate record keeping on paper and electronic based systems and assist in collection and interpretation of monitoring information, including client and stakeholder feedback.
13. Ensure all relevant LSS and Prime Providers Health & Safety, Safeguarding and Lone Worker policies are followed so that the working environment is safe and secure for all participants and staff.
14. Ensure all relevant data protection, IT policies and security measures are followed, to ensure integrity of data and client records.
15. Any other duties appropriate for the successful operation of LSS employment programmes including commitment to CPD to carry out the role.

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:	Job requires travel in and around Northumberland. May occasionally require travel to other local authority areas and other regions for training or stakeholder events.
Working patterns:	37 hours flexi time (subject to business need) , may involve some occasional out of hours work. Some clients have high levels of emotional stress and demands.
Working conditions:	

PERSON SPECIFICATION

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Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>City & Guilds NVQ Level 3 Health Trainer qualification or equivalent</p> <p>Good general level of education to A Level standard or above or equivalent NVQ Level 4 in Information Advice & Guidance or equivalent qualification or experience</p> <p>Good understanding of the benefits of healthy lifestyle choices and up to date with developments in health advice.</p> <p>Understanding of the barriers to work faced by unemployed jobseekers</p> <p>Good knowledge of local labour markets and employment trends</p> <p>Understanding of DWP out-of-work benefits and the wider benefits system</p> <p>Detailed knowledge of health organisations, training and support services</p>	<p>Achieved or working towards Level 3 Award in Education and Training (formerly 7303 PTTLs)</p> <p>Understanding of current national and regional welfare to work policy.</p> <p>Current driving licence and access to own transport</p>	
Experience		
<p>Previous experience of a similar role.</p> <p>Experience of supporting people into employment addressing barriers, IAG, health and wellbeing advice and SMART action planning</p> <p>Experience of delivering outcomes to achieve contract targets</p> <p>Experience of delivering to the target client groups</p> <p>Experience of working with a wide range of public, private & VCS organisations</p> <p>Current knowledge of health and wellbeing and employment support provision.</p> <p>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.)</p>	
Skills and competencies		
<p>The ability to motivate others and develop participants' confidence and inspire trust</p> <p>Strong organisational and planning skills.</p> <p>Skills to find innovative solutions to the challenges and barriers of participants on employment programmes.</p> <p>Ability to assimilate complex information and produce clear and concise feedback, reports, action plans and presentations.</p> <p>Ability to set and manage priorities.</p> <p>Excellent customer service skills.</p> <p>Ability to effectively network and cultivate partnership working with organisations,</p>		

<p>stakeholders, agencies and employers to maximise opportunities for clients. 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 empathetic attitude to helping clients and colleagues. 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 programmes. Keen to learn and develop new skills, and take on new challenges. Good timekeeper with flexible approach to working, including evenings and weekends as required Commitment to providing a quality service and committed to own Continual Professional Development Strong corporate orientation Models and encourages high standards of honesty, integrity, openness & respect. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated.</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