

|  |  |
| --- | --- |
| Job Title | BBO Work Coach |
| Responsible To | (see Appendix 1) |
| Responsible For | Identified Projects and Programmes (See Appendix 1) |
| Location | Based at (See Appendix 1) |

**Purpose of the Role:**

The successful candidate will work directly with unemployed and economically inactive participants within their identified region, by effectively delivering a holistic, personalised support service, which empowers participants with the self-belief, skills, motivation and confidence to enable them to progress into employment, self-employment or further training/education.

The Work Coach will facilitate a range of Employability and Personal Development Interventions, via 1:1 and group based learning and development sessions. They will provide participants with comprehensive Initial Diagnostic Assessments, plan and deliver their learning & development, evaluate and measure their progress and impart guidance, knowledge and mentoring. They will play a pivotal role in helping individuals to overcome their fears and barriers and to develop their employability skills. The Work Coach will be solely employed on the project.

The post holder will be solely employed on the BBO Towards Work programme which is funded by the European Social Fund and The National Lottery Community Fund.

**Key Responsibilities:**

The principal duties and responsibilities of this role will include, but are not limited to, the following:

* You will be responsible for managing a caseload of clients and providing them with a range of support.
* You will be responsible for organising training courses and delivering workshops as required by your clients
* You will be responsible for ensuring that a quality service is provided, including keeping accurate records, in both paper and electronic forms, including financial and participant records
* You will be responsible for promoting the Towards Work Programme to partners and possible clients.
* You will be responsible for maintaining best practice within your areas of responsibility, including but not exclusively, Client Management and Health and Safety
* Any other duties as commensurate with the grade of the job and assigned by your manager.

|  |
| --- |
| **APPENDIX A -**  **BBO WORK COACH DIMENSIONS OF THE ROLE** |

**Job Title:**  BBO Work Coach

**Responsible to:**  Employment Manager

**Contract:** Fixed Term

**Duration:** Until 31st December 2021 (with possible extension to April 2022)

**Hours:** 26 hours per week (Nottingham), with extensive travel across Nottingham City

**Agreed Operational Programmes:**

Building Better Opportunities (BBO) Towards Work

**Background to The Building Better Opportunities Programme:**

The Building Better Opportunities Programme (BBO) is jointly funded by the National Lottery Community Fund (NLCF) and the D2N2 Local Enterprise Partnership European Social Fund (ESF) and aims to combat the root causes of poverty, promote social inclusion, challenge long-term unemployment, and empower socially excluded people. The ESF strand is a part of the European Structural & Investment Funds (EUSIF) Growth Programme 2014 – 2022 and its principal goal is to improve local growth and create jobs, by investing in Innovation, Business, Skills and Employment. ‘Promoting Social Inclusion & Combating Poverty’ is a key Theme within the EUSIF Programme (Thematic Objective Nine -TO9) and the NLCF is matching funds from ESF to deliver the BBO Programme via three separate, yet complementary, Pathways which are; Multiple & Complex Needs, Towards Work and Financial Inclusion.

**The Towards Work Programme:**

The Towards Work Programme aims to support and empower people within the D2N2 area who are significantly disengaged and furthest away from employment or self-employment. Groundwork Greater Nottingham’s Towards Work Programme is a demand driven model, which is bespoke, personalised and allows individuals to develop their own personal progression into employment, self-employment or further training/education. Participants will undertake a holistic journey, via a range of End to End Employability and Personal Development Interventions. The programme will achieve real employment and self-employment outcomes, by guiding and motivating people to overcome their individual barriers to work and by providing an inclusive Job Brokerage & In Work Support Service to ensure employment outcomes are sustained.

At a broader level, the programme will enable people to access better housing, achieve stable finances, improve their health and wellbeing, have better functioning families, minimise benefit dependency and reduce crime and anti-social behaviour.

**Additional Key Tasks:**

* To engage, build trust and maintain effective rapport with a caseload of Towards Work participants
* To conduct a series of in-depth Initial Diagnostic Assessments with all referred participants to identify; personal & work barriers, job readiness, existing skills & experience, soft/key skills deficiencies, qualifications/training history, and work goals
* To co-create an individual Into Work Plan, informed by the initial diagnostic, to include a range of planned activities (e.g. Pick & Mix Employability & Personal Development Interventions & Modules, IAG, Pro-active Jobsearch, Counselling & Mentoring, Signposting to Short Vocational Courses (e.g. First Aid, Food Hygiene, etc.), Creation of a CV & Speculative Letter, Work & Training Tasters, Work Rehearsals and Community Placements
* To adopt a holistic approach to supporting participants by identifying barriers that may impact on the participants’ progression towards work, such as; household income concerns, criminality, health & wellbeing, caring responsibilities, etc.
* To effectively manage, develop and support a caseload of participants, providing inspiration, motivation, encouragement and co-ordination of all individual activities
* To coordinate wraparound Specialist Support for participants (as required) to tackle personal challenges (e.g. Disability, Mental Health, BAME, Women Returners, NEET, etc.), via a range of Towards Work Specialist Partners
* To proactively motivate and support participants with their Jobsearch activities, implementing comprehensive Jobsearch Tools to enable progression into employment and to work collaboratively with Employer Engagement Teams
* To ensure that each Into Work Plan is a “living document”; is reviewed and updated regularly, ensuring it captures all Towards Work support interventions, as they occur
* To regularly evaluate and document participant progress, via SMART reviews of participant attendance & completion of training/development interventions, achievement benchmarking, and Work & Training Tasters/Rehearsals undertaken
* To contribute to “participant case conferences” with Towards Work colleagues and Employer Engagement teams, JCP Advisors and relevant stakeholders
* To coordinate comprehensive In work Benefit calculations for participants who secure employment
* To design, manage and deliver a range of Employability Training Modules/Interventions to maximise participant learning and progression
* To design, manage and facilitate a range of Personal Development & Soft/Key Skills Training Modules/Interventions, via 1:1 sessions, short courses and workshops
* To organise Short Vocational Courses (e.g. First Aid, Food Hygiene, etc.,), as required, for participants to attend
* To achieve contractual Key Performance Indicator (KPI) targets including; Quality Assurance, Equal Opportunities & Diversity, Sustainable Development, Participant engagement, retention, training & qualification achievement, participant feedback, progression, and Positive Outcomes (employment, self-employment and education/training)
* To effectively manage and oversee individual Personal Budgets, which may include services and material goods required to enable a participant to enter employment (e.g. interview clothing, childcare vouchers, or transport costs)
* To fully understand and comply with ESF/Big Lottery Procurement Guidelines and Groundwork internal procedures, in relation to the purchasing of goods and services
* To regularly input and maintain all participant data via Groundwork’s Online Management Information Database (Hanlon) including; starts, diagnostics, action planning, personal budget spend, progressions, positive outcomes, tracking, etc.
* To effectively prepare and complete all participant administration and financial documentation, ensuring all records are accurate and kept up-to-date, to ensure full contractual compliance with ESF, Big Lottery Fund, and Awarding Body standards
* To work in partnership with a network of local agencies and key stakeholders including; JCP, Statutory, Voluntary & Private organisations, local Employment & Skills providers, Specialist Partners, and Education & Training providers
* To positively promote the Towards Work Programme to service users and stakeholders via internal and external events
* To develop and maintain in-depth knowledge of the local labour market including extensive understanding of current benefits regimes and entitlements
* To share best practice with other Work Coaches, Employer Engagement Teams and Towards Work partners, to drive continuous improvement of the programme
* To regularly attend meetings with funders and other stakeholders’/delivery partners
* To fully comply with Health & Safety, Equal Opportunities & Diversity, Quality Assurance, Sustainable Development, Safeguarding and Data Protection protocols
* To contribute positively as part of a delivery team, as well as part of a wider business team, to deliver business objectives.
* To be committed to Continuing Professional Development (CPD) to maintain and develop professional standards

**Dimensions of the Role:**

**Budgetary Responsibility:** None

**Direct Reports:** None

**Time Span/Planning Horizon:** Short Term

**Nature and Area of Impact:** Immediate operational impact

**Additional Key Skills:**

Essential

* Hold or be working towards a recognised Information, Advice & Guidance (IAG) qualification (minimum of Level 3 or above)
* Previous experience of coaching, supporting and placing unemployed/ economically inactive people with multiple & complex needs into employment, self-employment or FE/Training
* Previous experience of effective case management of disadvantaged participants, including the delivery of 1:1’s, IAG, diagnostics, action planning, reviewing progress and implementing appropriate Employability & Jobsearch techniques
* Ability to employ a high level of Emotional Intelligence (e.g. Respect, Empathy & Compassion), when responding to the diverse needs of people on the programme
* Ability to negotiate and agree ‘SMART’ objectives with participants, experienced in giving constructive feedback and able to positively transform negative behaviours
* Knowledge and understanding of the Local Labour Market, Sector Skills Gaps, local Employment & Skills provision, Specialist Support Networks, and Education & Training providers
* Possess a passionate and positive outlook, with the ability to build rapport, empower, inspire, and enthuse disengaged participants
* Ability to screen, assess, diagnose and support participants with literacy, numeracy and/ or language needs
* Possess high level communication, interpersonal and presentational skills and understands its importance in both participant relationships and teamwork
* Possess excellent organisational and time management skills, prioritising and managing work according to deadlines and performance targets
* ICT literate to intermediate level; Office 365, Database, Word, PowerPoint & Excel

Desirable

* Hold (or be working towards) a recognised Adult Teaching/Training qualification (e.g. Level 3 Award in Education & Training (PTLLS), Diploma in Teaching in the Lifelong Learning Sector (DTLLS), Level 4 Award in Education & Training (CTLLS), Diploma in Education & Training (DET), Certificate in Education (Cert Ed)
* Proven track record of meeting challenging contractual Key Performance Indicator (KPI) targets, including the achievement of job and training outcomes
* Previous experience of and the ability to devise and deliver engaging and meaningful learning activities and training workshops, within an employment and skills sector
* Possess Counselling & Therapeutic Skills or possess previous experience in an advisory, counselling role
* Prepared to work outside normal office hours (as and when required) to support the programme and be prepared to travel around the local contract area