

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Employment Coach – Northern Futures
REPORTS TO:	Project Manager
LOCATION:	Available posts within the NECA region (Co Durham, Newcastle, Northumberland, North Tyneside, South Tyneside, Sunderland & Gateshead)
HOURS:	Full Time - 37 Hours per week

JOB SUMMARY

Working on Northern Futures – Economic Inactive Trailblazer; as an Employment Coach, you will manage a participant caseload of 18-24 year olds who are economically inactive and have a health condition, providing 1:1 support, helping them overcome barriers to employment, referring them into internal work experiences as well as signposting into existing and new services. Working closely with participants, Employment Coaches will be responsible for supporting them through every stage of their journey, enabling participants to address their barriers and realise their aspirations.

The Employment Coach will have experience of working in the welfare to work sector and have a good knowledge of the voluntary and community sector. With excellent interpersonal skills, you will help participants become more confident and motivated to enable them to achieve their goals whilst at the same time ensuring a consistent and high-quality service.

Within this role you will be required to source new referrals who are predominantly economically inactive; complete the enrolment paperwork, including development plans and eligibility checks. You will also be required to attend events and present the delivery model to referral sources to attract additional referrals. Within the role the Employment Coach may need to work outside of normal hours on occasion

KEY TASKS

Key Area: Programme Delivery

- Undertake participant eligibility assessments and registration onto the project, maintaining participant confidentiality of sensitive information at all times
- Develop with participants' action plans with clear goals, identify barriers and aspirations, measures to overcome/achieve these and regularly review progress.
- Support participants to access existing services to enable them to overcome barriers in relation to moving forward into either employment, training or job searching
- Support participants to develop appropriate professional and personal relationships.
- Provide Information, Advice & Guidance, support participants with job search, mock interviews and job matching
- Source suitable volunteering opportunities, work placement's, work trials for the participants.
- Assist participants to successfully make the emotional and psychological transition to employment, training or job searching.
- Actively promote participants to potential employers.
- Be proactive and look for solutions to enable the participant to attain their goals
- Promote participants to colleges and training providers and assist in the placement of participants into further education and training.
- Ensure the projects performance management system is accurate and up to date and provide relevant reports when required.
- Deal with participant requests promptly and adhere to Groundwork's policies and procedures including dealing with complaints in a timely manner.
- Integrate, share knowledge and spread best practice with other Employment Coaches and project staff to benefit the delivery of the Project.
- Work as part of a team, attend team meetings and participate in staff training as required.
- Provide support to assigned peer mentors and volunteers and provide them with development opportunities
- Ensure compliance is adhered to, in line with funding requirements

Performance Targets:

- New referrals attracted to the project
- Caseload management, including MIS accuracy and completion in a timely manner.
- Conversion rate - job search, employment, training, volunteering, outcomes, outputs and self-employment.
- Compliance adherence

Additional responsibilities

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout.
- Comply with all organisational policy, procedures and systems.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies.
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.