

Job Description and Person Specification

Job Coach - SEND

Job Details	
Grade	4
Service	Skills, Employment and Adult Education
Location	Citywide
Job Evaluation Code	D2745D

Coventry City Council Values
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

The service provides the opportunity for young people with barriers and an Education, Health and Care Plan (EHCP) to support their transition from education into the world of work. Under the guidance of the Study Programme Coordinators, you will be managing a caseload of young people with SEND who are in full time education, working towards paid employment outcomes.

- a) Support young people with barriers to access work experience placements & supported internships.
- b) Provide young people with barriers with on-the-job training and support whilst on work placements or in paid employment.
- c) Supporting the Council's mission to raise aspirations and tackle inequalities within SEND communities by providing good quality employment opportunities and support to young people with an Education Health and Care Plan.

Key Responsibilities and Accountabilities
• Deliver a quality service to enable young people to develop and achieve on our Pathways to Employment programmes.
• Work intensively with young people on a 1:1 basis without direct supervision, using a variety of techniques to teach the skills necessary to carry out a particular job or task, whilst ensuring approaches used by individual's maximise their independence and interact with available opportunities.
• Undertake contact visits whilst young people are on placement, referring any issues to a senior member of the team.
• Liaise with employers, parents/carers and other relevant people in a professional manner to develop effective working relationships and ensure the successful movement of young people into the workplace.
• Promote an understanding of equal opportunities, economic disadvantage and disability amongst employers and other employees to ensure the positive acceptance of young people into the workforce, challenging discrimination or prejudice where necessary.
• Ensure that young people's needs and any concerns regarding their health, safety and welfare are brought to the attention of a senior member of staff.
• Provide regular progress reports; contribute at review meetings and in the development of individual training plans and on-going evaluation of their effectiveness.
• Work on a one-to-one basis with young people in a variety of settings without direct supervision.
• Following reasonable notice, to be able to work outside usual office hours i.e. early mornings, late evenings, weekends and bank holidays, in order to provide young people with appropriate and consistent support.
• Assist young people in the development of independent travel and other work-related skills.

• Maintain accurate files and records in accordance with policies and procedures using both manual and computerised systems.
• Respect each young person by working in a manner, which promotes his/her individuality and ensures that the young person has adequate information about available choices, ensuring that confidentiality is maintained, and have good understanding of safeguarding practice and procedures.
• Actively support and encourage young people to use their advocacy and self-help skills at every opportunity, supporting the individual where necessary by developing their awareness of rights and responsibilities.
• Provide good news stories & marketing to promote our service and raise awareness of our support across the city to special schools, college and alternative forms of education.
• Work closely with, and acting as a lead contact with Coventry SEN schools, further educational facilities and alternative forms of education.
Provide young people with advice, guidance and support them in creating/updating CV's and with the completion of job application forms etc

Key Relationships			
External:	Local Businesses DWP Prospects Community Hubs Education Centres BASE Schools and Colleges	Internal:	The Job Shop SEND Teams Curriculum delivery Managers Finance Support Services

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Knowledge and understanding of the Supported Employment Model
Knowledge	Working knowledge of training and employment initiatives and support services currently available in Coventry.
Knowledge	Understanding of the local labour market, linking Barrier Breaking services to employment opportunities.
Skills And Ability	Able to communicate effectively with people at all levels, using various methods dependent on the audience, both verbally and in writing.
Skills And Ability	Able to effectively negotiate opportunities and outcomes with a range of people.
Skills And Ability	Able to identify gaps in services and organise activities to meet the needs of clients. ?
Skills And Ability	Able to work as part of a team and on own initiative, demonstrating flexibility and resourcefulness.
Skills And Ability	Ability to work flexibly to support the needs of clients and employers, and travel to different locations across the city, throughout a working day.

Skills And Ability	Able to produce information from IT systems in a clear format.
Skills And Ability	Good management of personal workload, including ability to resolve conflicting priorities and time management to meet deadlines.
Experience	Experience of working with colleagues from other organisations towards a common goal.
Experience	Working on own initiative, setting own priorities with minimum supervision.
Experience	
Qualification	N/A
Special Requirements	Demonstration of a commitment to implement Equality, Diversity, and Inclusion opportunities

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check ☐	Standard Check ☐	Enhanced Check ☐	Enhanced + barred list check ☒

Declaration			
Reviewed/Created By:	Hannah Rogers		
Job Title:	Supported Employment Manager	Date:	13/07/25