Job Description and Person Specification

Job Title

Job Details	
Grade	5
Service	Skills, Employment and Adult Education
Location	Job Shop/Adult Education
Job Evaluation Code	L3674D

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 purpose of this post is to increase employment opportunities and improve the lives of young people with Special Education Needs and Disability (SEND), in line with the Council's SEND Strategy

Working within our delivery model, leading with employers and empowering customers with SEND to sustain positive routes to find training, placements, and jobs.

To act as a lead with case management responsibilities to co-ordinate and plan integrated and intensive job support plans, working with customers with complex barriers to support them into employment.

To provide appropriate assessments and support to customers, their families, or carers.

To deliver individual and group work programmes to customers on our Pathways to Employment Study Programme

Main Duties & Key Accountabilities

1. Working with customers with SEND in accordance with relevant legislation, local and national guidance, policies and procedures. Leading with local employers to deliver study programmes.

2. Supporting the team to manage customers with a wide range of support needs by:

- Building a strong relationship of trust with customers as a foundation for challenge, support, and the ownership of change by customers to move toward sustained employment.
- Assessing the needs of customers in accordance with Coventry policies and procedures.
- Pulling together a clear job search plan in strong collaboration with customers and other practitioners/agencies as a basis of change.
- Bringing in additional employability and barrier breaking interventions for customers as needed from services and agencies.
- Regularly monitoring and evaluating the progress of the impact from interventions.
- Participating and leading meetings to progress plans as required

3. Delivering a range of group work programmes to support customers.

4. Working with other professionals on complex cases, contributing to assessments and undertake direct work with customers.

5. Contributing to a range of reports both verbally and in writing as required (e.g., reports to inform data collection, case studies and performance information gathering)

6. Managing Job Coaches who will be directly supporting those on the programmes.

7. Actively participating in supervision and personal development and performance sessions as outlined in the departmental Policy as well as identify and attend personal and team training.
8. Contributing positively to continued development and improvement of the Service by active participation in meetings and achieve the objectives of the service.
9. Maintaining up to date and accurate manual and computer records, in line with departmental and funder regulations and the recording policy
10. Working flexibly outside office hours including, evenings and weekends to meet the needs of customers.

Key Relationships			
External:	Local Businesses Residents DWP Prospects Community Hubs Education Centres BASE	Internal:	The Job Shop SEND Teams Finance Employer Engagement Team Curriculum delivery Managers Education and Skills area lead managers

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.

Training
The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for
Job Coaches
Apprentice

Person Specification	
Requirements	
Knowledge	SEND services and the local, regional, and national labour market and the issues presented to SEND customers relating to finding and sustaining employment
Knowledge	Anti-discriminative practice and equality, diversity, and inclusion issues
Knowledge	Safeguarding practices relevant to children and young people
Knowledge	Understanding of challenges and barriers that people with a SEND encounter in relation to employment and training
Skills And Ability	Effective communication skills and interpersonal skills. i.e., listening, face-to-face, using the telephone, writing reports, and keeping records
Skills And Ability	Good negotiating and influencing skills and ability to lead colleagues and raise aspirations.
Skills And Ability	Ability to develop and maintain effective working relationships with a wide range of internal and external stakeholders
Skills And Ability	Able to carry out programme assessments and reviews.
Skills And Ability	Able to operate self-sufficiently
Skills And Ability	Able to act as key worker and co-ordinate and review job support packages.

Skills And Ability	Able to develop and maintain professional relationships with customers, clients and colleges

Declaration			
Reviewed/Created By:	Hannah Rogers		
Job Title:	Supported Employment Manager	Date:	9 April 2025