

# Job Description and Person Specification



European Union  
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# Job Description

<b>Job Title</b>	Employment Coach
<b>Grade</b>	5
<b>Service</b>	Employment & Skills Service
<b>Reports to</b>	Delivery Manager
<b>Location</b>	Job Shop / Friargate and Outreach locations
<b>Job Evaluation Code</b>	L3674D



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our 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:



## About the Service your team will provide

### Purpose of the role / Output

The post holder will be required to:

1. To work in partnership within our delivery model and empower customers experiencing to sustain positive routes to find training, placements, and jobs.
2. To act as a Key Worker with case management responsibilities to co-ordinate and plan integrated and intensive job support plans, including working with customers with complex barriers to getting a job.
3. To provide appropriate assessments and support to customers, their families, or carers.
4. To deliver individual and group work programmes to customers in a range of settings.

# Main Duties & Key Accountabilities

## Core Knowledge

1. Work with customers in accordance with relevant legislation, local and national guidance, policies and procedures.
2. Manage a caseload of 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. Deliver a range of group work programmes to support customers toward a job training or education.
4. Work 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. Actively participate in supervision and personal development and performance sessions as outlined in the departmental Policy as well as identify and attend personal and team training.
7. Contribute positively to continued development and improvement of the Service by active participation in meetings and achieve the objectives of the service.
8. Maintain up to date and accurate manual and computer records, in line with departmental and funder regulations and the recording policy
9. The post holder should work flexibly outside office hours including, evenings and weekends to meet the needs of customers.

Any other duties and responsibilities within the range of the salary grade

## Key relationships

<b>External</b> DWP – Job CentrePlus Prospects ESF Partners Community Hubs/Locations	<b>Internal</b> Programme Management Team Employer Engagement Team
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## 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.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	L3674D
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Knowledge of the local, regional, and national labour market and the issues presented to customers needing to secure sustainable jobs</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of anti-discriminative practice and equality, diversity, and inclusion issues</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of environmental sustainability issues.</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding of challenges and barriers that people with a range of difficulties encounter in relation to employment and training</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of intervention programmes that work with customers needing to find a job</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Effective communication skills and interpersonal skills. i.e., listening, face-to-face, using the telephone, writing reports, and keeping records</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to carry out a range of assessments</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to carry out programme assessments with customers</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to operate self sufficiently</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to take case load responsibility - with supervision</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to act as key worker and co-ordinate and review job search support packages as part of job search plans</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to develop and maintain professional relationships with customers and significant others</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to engage with individuals who find it hard to access services and set achievable targets for change</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to represent the service in other settings if required</li> </ul>	

<b>Skills and Abilities continued</b>
<ul style="list-style-type: none"> <li>• Able to organise and chair meetings and take minutes</li> </ul>
<ul style="list-style-type: none"> <li>• Able to maintain manual and computer records and record evidence as required by Service policy and procedures</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to work evenings and weekends as required</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to form positive working relationships with other professionals</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Experience of intervention work with customers</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of delivering packages of support to help people to find a job or training</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of group work with customers</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of multi-disciplinary working in a Team</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of undertaking assessments</li> </ul>
<b>Qualifications</b>
<b>Special Requirements</b>
N/A

<b>Date Created</b>	22/11/2022	<b>Date Reviewed</b>	22/11/2022
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