

Job Description and Person Specification

Employment Coach

Job Details	
Grade	GRD5
Service	Employment & Skills
Location	City Wide
Job Evaluation Code	L3674D

About Coventry City Council
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 role involves collaborating within the delivery model to support individuals in accessing training, placements, and employment opportunities. Responsibilities include coordinating job support plans and assisting those facing challenges in securing work. The position requires conducting assessments and providing tailored support to individuals, families, or carers. Delivery of both individual and group programmes across various settings is essential. The post holder will play a pivotal role in fostering sustainable pathways for customers to achieve their professional goals.

Main Duties & Key Accountabilities

Working with customers in accordance with relevant legislation, local and national guidance, policies and procedures
Managing a caseload of customers with diverse support needs by fostering trust-based relationships to encourage support, growth, and progress towards sustained employment.
Developing a job search plan collaboratively with customers and practitioners to drive change. Introducing employability and barrier-removal interventions through relevant services and agencies when required.
Participating and lead meetings to progress plans as required. Monitoring and evaluating the progress of the impact from interventions on a regular basis
Delivering a range of group work programmes to support customers toward a job, training, or education
Collaborating with other professionals on intricate cases, contributing to evaluations, and performing direct work with customers.
Contributing to various reports verbally and in writing as needed, such as data collection updates, case studies, and performance information summaries.
Participating in supervision and development sessions as outlined in departmental policy while identifying and attending individual and group training opportunities.
Contributing positively to continued development and improvement of the Service by active participation in meetings and achieve the objectives of the service
Maintaining up-to-date and accurate manual and computer records, in line with departmental and funder regulations and the recording policy
Working flexibly outside office hours including evenings and weekends to meet the needs of customers
Undertaking any additional tasks and responsibilities that align with the scope of the salary grade.

Key Relationships

External:	DWP - Job Centre Plus Prospects ESF Partners Community Hubs/Locations
Internal:	Programme Management Team Employer Engagement Team

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 undertaking 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 of the local, regional, and national labour market and sustainability issues presented to customers needing to secure sustainable jobs

Awareness of obstacles faced by individuals with various difficulties in employment and training. Familiarity with programmes supporting customers seeking employment opportunities.

Skills And Ability

Effective communication skills and interpersonal skills, i.e., listening, face-to-face, using the telephone, writing reports, and keeping records

Capable of coordinating and reviewing employment support packages within job search plans, conducting various assessments with clients, and using initiative in managing responsibilities.

Able to develop and maintain professional relationships with customers and significant others

Able to engage with individuals who find it hard to access services and set achievable targets for change

Able to represent the service in other settings

	including chair meetings and take minutes
	Able to maintain manual and computer records and record evidence as required by Service policy and procedures
	Ability to work evenings and weekends as required
	Ability to form positive working relationships with other professionals
Experience	Experience in providing intervention services to individuals or groups and delivering support programmes to assist individuals in securing employment or training opportunities.
	Experience of multidisciplinary working in a Team