

# Job Description and Person Specification



European Union  
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## Job Description



<b>Job Title</b>	Job Coach
<b>Grade</b>	4
<b>Service</b>	Employment & Skills Service
<b>Reports to</b>	Principle Employment Officer/Business Development Adviser
<b>Location</b>	Job Shop and community
<b>Job Evaluation Code</b>	



## 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:

- a) Provide advice and support to Coventry residents in economically disadvantaged groups to overcome barriers to work and become economically active, referring them to appropriate services.
- b) Signpost people to relevant training and services within the Employment Team and other provision.
- c) Provide vulnerable people with on-the-job training and support whilst on work placements or in paid employment.
- d) Assist Employer Hub Team with pre job start activities for clients, including recruitment days and employer contact

## Main Duties & Key Accountabilities

### Core Knowledge

- 1. Deliver a quality service to enable people to get a job.
- 2. Participate in welcoming customers to the Job Shop and other services, advise them of support available and assist clients in creating/updating CV's and with the completion of job application forms.
- 3. Carry out job search activities with and on behalf of customers.
- 4. Facilitate pre planned training sessions for customers.

5. Work intensively with clients 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.
6. Undertake contact visits whilst clients are on placement, referring any issues to a senior member of the team.
7. Liaise with employers, parents/carers and other relevant people in a professional manner in order to develop effective working relationships and ensure the successful movement of clients into the workplace.
8. Promote an understanding of equal opportunities, economic disadvantage and disability amongst employers and other employees to ensure the positive acceptance of clients into the workforce, challenging discrimination, or prejudice where necessary.
9. Ensure that client's needs and any concerns regarding their health, safety and welfare are brought to the attention of a senior member of staff.
10. Provide regular progress reports; contribute at review meetings and in the development of individual training plans and on-going evaluation of their effectiveness.
11. Work on a one-to-one basis with clients in a variety of settings without direct supervision.
12. 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 clients with appropriate and consistent support.
13. Assist in the training of clients in the development of independent travel and other work-related skills.
14. Maintain accurate files and records in accordance with policies and procedures using both manual and computerised systems.
15. Ensure that confidentiality of clients is maintained.
16. Respect each client by working in a manner, which promotes his/her individuality and ensures that the client has adequate information about available choices.
17. Actively support and encourage clients to use their advocacy and self-help skills at every opportunity, supporting the individual where necessary by developing their awareness of rights and responsibilities.

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>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• An understanding of the issues that unemployed and disadvantaged people face</li> </ul>	
<ul style="list-style-type: none"> <li>• Working knowledge of training and employment initiatives and barrier breaking services currently available in Coventry</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding the ways in which training opportunities are provided and accessed by people</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding of the local labour market, linking Barrier Breaking services to employment opportunities</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding of and commitment to equality, diversity, and inclusion opportunities</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Ability to communicate with a range of people in an appropriate way</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to communicate effectively with people at all levels, using various methods dependent on the audience, both verbally and in writing</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to negotiate sensitively with partners and clients to effect necessary outcomes</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to identify gaps in services and organise activities to meet the needs of clients.</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to analyse information from a variety of sources and produce performance information</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to work as part of a team and on own initiative, demonstrating flexibility and resourcefulness</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to produce information from IT systems in a clear format.</li> </ul>	
<ul style="list-style-type: none"> <li>• Good management of personal workload, including ability to resolve conflicting priorities and time management to meet deadlines</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to follow financial procedures, in particular, the ordering and invoicing of goods and the reconciliation of petty cash</li> </ul>	



<b>Experience</b>
<ul style="list-style-type: none"> <li>• Experience of working with colleagues from other organisations towards a common goal</li> </ul>
<ul style="list-style-type: none"> <li>• Working on own initiative, setting own priorities with minimum supervision</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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