



Coventry City Council



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## Job Description

<b>Job Title:</b>	Employment Coach	<b>Job Number:</b>	
<b>Service:</b>	Employment & Skills Service	<b>Grade:</b>	5
<b>Location:</b>	Job Shop / Friargate and Outreach locations		

### 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.

### Job Purpose:

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 and Responsibilities:

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

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
- Follow departmental policies and procedures and comply with relevant legislation and guidance concerning services to customers.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** None  
**Responsible to:** Delivery Manager  
**Date Reviewed:** April 2022  
**Updated:** September 2020



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## Person Specification

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<b>Service:</b>	Employment & Skills Service	<b>Grade:</b>	5
<b>Location:</b>	Job Shop / Friargate / Outreach Locations		

Area	Description
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<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>
	<ul style="list-style-type: none"> <li>• Able to organise and chair meetings and take minutes</li> </ul>
<b>Skills and Abilities (continued)</b>	<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>



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<b>Experience:</b>	• Experience of intervention work with customers
	• Experience of delivering packages of support to help people to find a job or training
	• Experience of group work with customers
	• Experience of multi-disciplinary working in a Team
	• Experience of undertaking assessments

<b>Educational:</b>	• NVQ 3 (or equivalent) in area relevant to the post or equivalent or relevant experience in the disability or employment advice work.
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**Date Reviewed:** April 2022

**Updated:**

