



BBO WORK COACH JOB DESCRIPTION

Job Title:	BBO Work Coach
Reports to:	SPS Manager
Salary/Grade:	£23,000 pro rata, £13, 986 for 22.5 hpw
Contract:	Fixed Term
Duration:	Till end of October 2019, 6 months probation period
Hours:	22.5
Location:	SPS

Purpose of the Role

The successful candidate will work directly with unemployed and economically inactive participants by effectively delivering a holistic, personalised support service, which empowers participants with the self-belief, skills, motivation and confidence to enable them to progress into employment, self-employment or further training/education. The Work Coach will support people step by step into employment opportunities and with personal development. They will provide participants with comprehensive assessments and plan, that will have to be implemented and evaluated during the whole period of support. They will play an important role in helping individuals to overcome their fears and barriers and to develop their employability skills.

Principal Duties & Responsibilities

The principal duties and responsibilities of this role encompass tasks and activities that primarily relate to the purpose of the role and may include other duties that are supplementary to the role.

Responsibilities will include, but are not limited to, the following:

- To engage, build trust and maintain effective rapport with a caseload of Towards Work participants, in the case of the Signpost to Polish Success participants will be mostly Polish but also Polish, Czech, Slovak Roma migrants
- To conduct a series of in-step by step support/ meetings with all referred participants to identify; personal & work barriers, job readiness, existing skills & experience, qualifications/training history, and work goals
- To co-create an individual Into Work Plan, informed by the Initial Assessment, to include a range of planned activities (e.g. employment support, Pro-active Jobsearch, Signposting to Counselling & Mentoring, Signposting to Short Vocational Courses (e.g. First Aid, Food Hygiene, etc.), Creation of a CV & Speculative Letter)
- To deliver 1:1 sessions to identify gaps and maximise participant learning and progression
- To support clients with their Personal Development through various 1:1 or group sessions
- To achieve contractual targets as per contract, such as participants engagement, retention. To adopt a holistic approach to supporting participants by identifying barriers that may impact on the participants' progression towards work, such as: household income concerns, criminality, health & wellbeing, caring responsibilities, etc.
- To effectively manage, develop and support a caseload of participants, providing inspiration, motivation, encouragement and co-ordination of all individual activities
- To effectively manage and oversee individual Personal Budgets, which may include services and material goods required to enable a participant to enter employment (e.g. interview clothing, childcare vouchers, or transport costs)
- To work in partnership with a network of local agencies and key stakeholders including: JCP, Statutory, Voluntary & Private organisations, local Employment & Skills providers, Specialist Partners, and Education & Training providers
- To fully understand and comply with ESF/Big Lottery Guidelines and Groundwork internal procedures, in relation to the purchasing of goods and services. Training & support from SPS provided.
- To develop and maintain in-depth knowledge of the local labour market including extensive understanding, with the support of SPS, of current benefits regimes and entitlements
- To regularly input and maintain all participant data via Groundworks (which is the lead organisation) Online Management Information Database (Hanlon) including; starts, diagnostics, action planning, personal budget spend, progressions, positive outcomes, tracking, etc.
- To ensure that each Into Work Plan is a "living document"; is reviewed and updated regularly, ensuring it captures all Towards Work support interventions, as they occur
- To regularly evaluate and document participant progress, via SMART reviews of participant attendance & engagement

- To contribute to “participant case conferences” with Towards Work colleagues and Employer Engagement teams, JCP Advisors and relevant stakeholders
- To positively promote the Towards Work Programme to service users and stakeholders via internal and external events
- To effectively prepare and complete all participant administration and financial documentation, ensuring all records are accurate and kept up-to-date, to ensure full contractual compliance. Training will be given.
- To fully comply with Health & Safety, Equal Opportunities & Diversity, Quality Assurance, Sustainable Development, Safeguarding and Data Protection protocols
- To coordinate comprehensive Inwork Benefit calculations for participants who secure employment with the support of SPS’s Information Project Worker
- To share best practice with other Work Coaches, Employer Engagement Teams and Towards Work partners, to drive continuous improvement of the programme
- To communicate with the participants if/when they do not speak English
- To work well as a member of the SPS; to be willing and capable of contributing to SPS ‘ other services
- To contribute positively as part of a delivery team
- To be committed to Continuing Professional Development (CPD) to maintain and develop professional standards

The Work Coach will contribute to the overall success of the BBO Towards Work Programme within Derbyshire or Nottinghamshire (D2N2).

Background to The Building Better Opportunities Programme

The Building Better Opportunities Programme (BBO) is jointly funded by the Big Lottery Fund and the D2N2 Local Enterprise Partnership European Social Fund (ESF) and aims to combat the root causes of poverty, promote social inclusion, challenge long-term unemployment, and empower socially excluded people. The ESF strand is a part of the European Structural & Investment Funds (EUSIF) Growth Programme 2014 – 2020 and its principal goal is to improve local growth and create jobs, by investing in Innovation, Business, Skills and Employment. ‘Promoting Social Inclusion & Combating Poverty’ is a key Theme within the EUSIF Programme (Thematic Objective Nine -TO9) and the Big Lottery Fund is matching funds from ESF to deliver the BBO Programme via three separate, yet complementary, Pathways which are; Multiple & Complex Needs, Towards Work and Financial Inclusion.

The Towards Work Programme

The Towards Work Programme aims to support and empower people within the D2N2 area who are significantly disengaged and furthest away from employment or self-employment. Groundwork Greater Nottingham’s Towards Work Programme, of which the Signpost to Polish Success is a partner organisation, is a demand driven model, which is bespoke, personalised and allows individuals to develop their own personal progression into employment, self-employment or further training/education.

Participants will undertake a holistic journey, via a range of End to End Employability and Personal Development sessions. The programme will achieve real employment and self-employment outcomes, by guiding and motivating people to overcome their individual barriers to work.