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| **BBO WORK COACH JOB DESCRIPTION** |

**Job Title**: BBO Work Coach

**Reports to**: BBO Hub Co-ordinator

**Salary/Grade**: £23,000

**Contract**: Fixed Term

**Duration**: From 17th November 2017 – 31st October 2019

**Hours**: 37.5

**Location**: Mansfield and Ashfield

**Job Ref:** TBC

The post holder will be solely employed on the BBO towards Work programme.

The post is jointly funded by the European Social Fund and the Big Lottery.

**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 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 Interventions. The programme will achieve real employment and self-employment outcomes, by guiding and motivating people to overcome their individual barriers to work and by providing an inclusive Job Brokerage & In work Support Service to ensure employment outcomes are sustained. Participants will also have access to a menu of individually tailored, wraparound Specialist Support to tackle personal challenges (e.g. Disability, Mental Health, BAME, Women Returners, NEET, etc.), via a range of Towards Work Specialist Partners*.*  At a broader level, the programme will enable people to access better housing, achieve stable finances, improve their health and wellbeing, have better functioning families, minimise benefit dependency and reduce crime and anti-social behaviour.

**Purpose of the Role**

The Work Coach will contribute to the overall success of the BBO towards Work Programme within Derbyshire or Nottinghamshire. 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 facilitate a range of Employability and Personal Development Interventions, via 1:1 and group based learning and development sessions. They will provide participants with comprehensive Initial Diagnostic Assessments, plan and deliver their learning & development, evaluate and measure their progress and impart guidance, knowledge and mentoring. They will play a pivotal 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 all aged between sixteen and twenty four.
* To conduct a series of in-depth Initial Diagnostic Assessments with all referred participants to identify; personal & work barriers, job readiness, existing skills & experience, soft/key skills deficiencies, qualifications/training history, and work goals
* To co-create an individual Into Work Plan, informed by the initial diagnostic, to include a range of planned activities (e.g. Pick & Mix Employability & Personal Development Interventions & Modules, IAG, Pro-active Job search, Counselling & Mentoring, Signposting to Short Vocational Courses (e.g. First Aid, Food Hygiene, etc.,), Creation of a CV & Speculative Letter, Work & Training Tasters, Work Rehearsals and Community Placements
* To design, manage and deliver a range of Employability Training Modules/Interventions to maximise participant learning and progression
* To design, manage and facilitate a range of Personal Development & Soft/Key Skills Training Modules/Interventions, via 1:1 sessions, short courses and workshops
* To achieve contractual Key Performance Indicator (KPI) targets including; Quality Assurance, Equal Opportunities & Diversity, Sustainable Development, Participant engagement, retention, training & qualification achievement, participant feedback, progression, and Positive Outcomes (employment, self-employment and education/training)
* 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 coordinate wraparound Specialist Support for participants (as required) to tackle personal challenges (e.g. Disability, Mental Health, BAME, Women Returners, NEET, etc.), via a range of Towards Work Specialist Partners
* 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 Procurement Guidelines and Groundwork internal procedures, in relation to the purchasing of goods and services
* To develop and maintain in-depth knowledge of the local labour market including extensive understanding of current benefits regimes and entitlements
* To proactively motivate and support participants with their Job search activities, implementing comprehensive Job search Tools to enable progression into employment and to work collaboratively with Employer Engagement Teams
* To regularly input and maintain all participant data via Groundworks 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 organise Short Vocational Courses (e.g. First Aid, Food Hygiene, etc.,), as required, for participants to attend
* To regularly evaluate and document participant progress, via SMART reviews of participant attendance & completion of training/development interventions, achievement benchmarking, and Work & Training Tasters/Rehearsals undertaken
* To contribute to “participant case conferences” with Towards Work colleagues and Employer Engagement teams, JCP Advisors and relevant stakeholders
* To regularly attend meetings with funders and other stakeholders’/delivery partners
* 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 with ESF, Big Lottery Fund, and Awarding Body standards
* To fully comply with Health & Safety, Equal Opportunities & Diversity, Quality Assurance, Sustainable Development, Safeguarding and Data Protection protocols
* To coordinate comprehensive In work Benefit calculations for participants who secure employment
* To share best practice with other Work Coaches, Employer Engagement Teams and Towards Work partners, to drive continuous improvement of the programme
* To contribute positively as part of a delivery team, as well as part of a wider business team, to deliver business objectives
* To be committed to Continuing Professional Development (CPD) to maintain and develop professional standards

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**Person Specification - Knowledge, Skills & Experience**

The successful candidate must be able to demonstrate the following specific attributes.

**Essential Criteria**

* Hold a recognised Information, Advice & Guidance (IAG) qualification (minimum of Level 3 or above)
* Hold (or be working towards) a recognised Adult Teaching/Training qualification (e.g. Level 3 Award in Education & Training (PTLLS), Diploma in Teaching in the Lifelong Learning Sector (DTLLS), Level 4 Award in Education & Training (CTLLS), Diploma in Education & Training (DET), Certificate in Education (Cert Ed)
* Previous experience of coaching, supporting and placing unemployed/ economically inactive young people with multiple & complex needs into employment, self-employment or FE/Training
* Previous experience of effective case management of disadvantaged participants, including the delivery of 1:1’s, IAG, diagnostics, action planning, reviewing progress and implementing appropriate Employability & Job search techniques
* Ability to employ a high level of Emotional Intelligence (e.g. Respect, Empathy & Compassion), when responding to the diverse needs of people on the programme
* Ability to negotiate and agree ‘SMART’ objectives with participants, experienced in giving constructive feedback and able to positively transform negative behaviours
* Knowledge and understanding of the Local Labour Market, Sector Skills Gaps, local Employment & Skills provision, Specialist Support Networks, and Education & Training providers
* Proven track record of meeting challenging contractual Key Performance Indicator (KPI) targets, including the achievement of job and training outcomes
* Previous experience of and the ability to devise and deliver engaging and meaningful learning activities and training workshops, within an employment and skills sector
* Ability to screen, assess, diagnose and support participants with literacy, numeracy and/ or language needs
* Possess Counselling & Therapeutic Skills or possess previous experience in an advisory, counselling role
* Possess a passionate and positive outlook, with the ability to build rapport, empower, inspire, and enthuse disengaged participants
* Possess high level communication, interpersonal and presentational skills and understands its importance in both participant relationships and teamwork
* Possess excellent organisational and time management skills, prioritising and managing work according to deadlines and performance targets
* ICT literate to intermediate level; Office 365, Database, Word, PowerPoint & Excel
* Prepared to work outside normal office hours (as and when required) to support the programme and be prepared to travel around the local contract area