



## SENIOR JOB COACH

### *Job Description*

<b>Service:</b>	<i>Finance &amp; Enterprise</i>
<b>Job Title:</b>	<i>Senior Job Coach</i>
<b>Reports To:</b>	<i>Work Based Learning Manager</i>
<b>Location:</b>	<i>Based at Young Somerset sites. This post will also work across the county</i>
<b>Main Purpose of Post:</b>	
<ul style="list-style-type: none"> <li>• Establishing strong relationships with young people, education and employment providers local businesses and other key stakeholders to support the day to day running of the café and access opportunities for young people as producers or on work experience placement;</li> <li>• Directly engaging with individuals and groups of young people (aged 16-25), to promote and support their engagement in positive vocational activities, development opportunities and accredited programmes.</li> <li>• Communicate with young people on work-based learning programmes to understand their goals and ambitions and develop effective job coaching and employment plans</li> <li>• Supporting young people on work experience placements; providing mentoring, job coaching and life skills training to support them to achieve positive outcomes.</li> <li>• Acting as a Job Coach for those young people on the Supported Internship and other Young Somerset work-based learning programmes.</li> <li>• Identify where additional support and interventions are required for learners in the workplace and instruct job coaches on what they need to put in place to support the learner and the employer.</li> <li>• Provide line management to other job coaches to monitor the progress of the young people and their steps towards achieving employment.</li> </ul>	
<b>Main Responsibilities and Duties:</b>	
<b>Job Coach</b> <ul style="list-style-type: none"> <li>• Assess young people on work-based learning programmes to provide appropriate levels of support to increase their independence in the work place.</li> <li>• Oversee the job coaches to ensure appropriate support is being offered to the young people to increase their employability skills</li> <li>• Support with seeking and securing appropriate work placements to meet the individual young person’s needs</li> <li>• Complete visits and observe learners in the workplace</li> </ul>	

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- Provide individualised job coaching to support the young person in developing the necessary skills required to achieve employment
- Provide support in job seeking, application procedures, resume writing, interview preparation and job retention skills
- Support with the planning and delivery of the employability programme offered to the young people
- To work with finance to complete Access to Work support plans and update these accordingly.
- Monitor and evaluate progress of young people on work-based learning programmes and keep records to prepare appropriate reports
- Responsible for ensuring all young people on work-based learning programmes comply with food hygiene standard including, Health and Safety, record keeping, risk assessments, sickness reporting, food storage procedures, daily cleaning procedures, etc.
- Ensure young people are provided with appropriate support to access all systems and resources required to complete tasks relating to the business needs.
- Maintain high standard of customer service.
- Ensure regular reviews of young people are undertaken and recorded appropriately.
- Carrying out risk assessments and resolve any health and safety issues, as directed by the Young Somerset Health and Safety Lead.
- Provide supervision and support to the young people when working within the wider organisation to ensure compliance with business needs

#### **Relationships**

- To work in partnership with families and other key people in the young person's life, as well as with professionals from other organisations involved with young people such as social care, health, police, education, youth offending teams and local authorities, in order to build a strong support network.
- Building collaborative relationships with a wide range of local stakeholders and establish key employability connections.

#### **Other**

- To attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety, and local policy developments aligned to organisational need.
- Undertaken essential training for the role.
- Attend regular training and development opportunities.
- Contribute to best practice within the service.
- Reporting of safeguarding concerns, following organisational processes.

The post holder may be required to undertake additional duties commensurate with the level of this post.

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<b>Facts and Figures:</b>
<p><b>Young Somerset (YS)</b> was established in 1997 (as Somerset Rural Youth Project) with a mission to work with young people, encouraging them to take responsibility, supporting them to overcome disadvantage, and to become actively involved in shaping the communities in which they live.</p> <p><b>Our vision is</b> a Somerset where young people feel a sense of belonging, a desire to contribute to their communities and have a future that is not limited by poor access to opportunities and services. This is delivered through three strands of work: Targeted Youth Work, Alternative Education Provision and Enterprise; and Mental Health Support.</p> <p>During the past year, Young Somerset’s LICBT services (Community Wellbeing and Educational Mental Health Support) received more than 1800 requests for support, predominantly from young people aged 11-17. Our Jigsaw Project, which supports young people who have had a recent hospital admission for their mental health difficulties or low emotional wellbeing, delivers in the region of 600 contacts a year and is aimed at reducing readmission to hospital using a youth-work strengths-focused approach. Our Targeted Youth Service provides targeted youth work activities and interventions to approximately 500 young people a year, a percentage of which are referrals from Special Schools, Pupil Referral Units, the Police or social services.</p> <p>Young Somerset deals with in excess of 200 safeguarding concerns a year, which is growing as the organisation expands and diversifies.</p> <p>Young Somerset employs 100+ members of staff and several volunteers; over half of which work in direct support of high need young people and/or those with mild to moderate mental health needs.</p> <p>The postholder will be expected to operate largely under own initiative, but supported by colleagues in the Business and Innovation Service, who provide central support services to the wider organisation and are based at both Bold and Brave and the cafe on a rota basis. It is expected that the Café will be used by a wide range of partner organisation and other staff in Young Somerset to run activities for young people.</p> <p>The postholder will be based in Taunton but the job will require county wide travel. They may also be required to travel to Young Somerset premises to attend meetings or training. They may also be required to provide support at other Young Somerset enterprise venues, and to support other organisational events as appropriate.</p>
<b>Additional Information</b>
<p>The postholder must be able to demonstrate commitment and enthusiasm towards Young Somerset’s four core values: Putting Young People First, Inspiring, Collaborating, Going Further.</p>

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An Enhanced DBS clearance is required as post holder will be working in close proximity to children. This post is exempt from the Rehabilitation of Offenders Acts.

The post holder will be required to maintain a suitable, confidential space to work from home.

The salary is £28,101 fte based on 37 hrs per week. Part time hours considered.

Holiday entitlement is 27 days, plus 8 Bank Holidays (pro rata for part time staff), with an additional 5 days after 5 years service (pro rata for part time staff).

The postholder will be required to work a shift pattern which includes Saturdays and some evening working.

### **Qualifications**

#### **Essential**

- 5 grade C GCSEs or above (or equivalent), including English and Maths
- Clean driving license and own transport

#### **Desirable**

- BASEs Supported Employment Technique Training
- JNC Level 3 (or equiv) in Youth & Community work
- Level 3 qualification (or equiv) in a vocational specialism, for example: music and the arts, hair and beauty, construction, retail, business, ICT, conservation and land-based, mechanics and light engineering
- Other qualifications relevant to youth work/youth services delivery
- Qualifications relevant to supporting young people with specialist or additional needs
- Accreditation of youth work experience e.g. Assessors Award.
- Level 3 teaching or training qualification e.g. PTLS
- Current First Aid certification
- Food hygiene level 3 (if you do not hold this you will be expected to complete this training)

### **Experience**

#### **Essential**

- Working face to face with children and young people
- Experience of working with at risk and/or vulnerable young people e.g. SEND, NEETs
- Skills and competency in an area of specialist vocational knowledge Multi-agency / partnership engagement aimed at identifying and meeting young people's needs
- Delivering advice & information services to young people
- Work both as part of a team and self-directed

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- Supporting and / or mentoring young people
- Use of business ICT and systems
- Engaging with a wide range of agencies and stakeholders

#### Desirable

- Working with young people with mild to moderate mental health issues, social anxiety or isolation
- Experience conducting line management responsibilities
- Working in the hospitality and retail sector
- Experience planning and delivering on an employability skills programme
- Retail supervision or management, including stock control, customer service, product display and promotions.
- Marketing products or event management

#### Required Competencies

Please read this section alongside the Young Somerset Competency Framework. This role requires the competencies at the following levels:

1. Leading and Deciding	
1.1 Deciding and initiating action	Essential
1.2 Leading and supervising staff	Essential
2. Supporting and Co-operating	
2.1 Working with people	Essential
2.2 Adhering to principles and values	Essential
3. Interacting and Presenting	
3.1 Relating and networking	Essential
3.2 Persuading and influencing	Desirable
3.3 Presenting and communicating	Desirable
4. Analysing and Interpreting	
4.1 Writing and reporting	Desirable
4.2 Applying expertise and technology	Desirable
4.3 Analysing Components	Desirable
5. Creating and Conceptualising	
5.1 Learning and researching	Essential
5.2 Creating and innovating	Desirable
5.3 Formulating strategies and concepts	Less relevant
6. Organising and Executing	
6.1 Planning and organising	Essential
6.2 Developing results and meeting customer expectations	Essential
6.3 Following instructions and procedures	Essential
7. Adapting and Coping	
7.1 Adapting and responding to change	Essential
7.2 Coping with pressures and setbacks	Essential
8. Enterprising and Performing	
8.1 Achieving personal work goals and objectives	Essential
8.2 Entrepreneurial and commercial thinking	Desirable