**Newcastle Futures – Job Coach**

**Fixed term until 31 December 2022**

**Ref HL/JC2021**

**Location:** Between home and team base site at Cathedral Square, Newcastle. Post holder will be required to work in a mobile capacity in outreach venues across Newcastle.

**Team:** Newcastle Futures - Wise Steps Project

**Pay scale:** £21,000 - £24,960

**Hours:** Post holder will work a flexible 37 hour working week (Monday to Friday)

This post is fully funded by the National Lottery Community Fund and the European Social Fund.

**PURPOSE OF POST**

To personally contribute to the achievement of Newcastle Futures proportion of the Wise Steps, Building Better Opportunities programme. To work in a collaborative way with individuals to drive transformational change by utilising expertise, skills and a wide range of strategies to positively challenge and overcome the barriers to achieve progression in the person’s personal journey. The individual will work 100% of their time on the project.

**METHOD**

Job Coaches will work between their home and Newcastle operating both digitally and face to face. Therefore the successful applicant will need to have a safe and confidential place within their home to deliver video calls etc.

**KEY OBJECTIVES**

* Responsible to the Newcastle Futures’ Project Manager for the effective achievement of challenging performance targets, aims and objectives.
* Provide a flexible and innovative approach to engagement in local communities.
* Effective case management of Wise Steps customers.
* To build and maintain positive links with other organisations to the benefit of Wise Steps customers.
* Deliver a quality customer service, providing support, advice and guidance both digitally and face to face using a variety of communication tools.
* To support a quality customer service by ensuring all monitoring and recording systems and business processes are kept accurate and up to date at all times

**KEY TASKS/RESPONSIBLITIES**

**To reach and engage**

* Work with partners, linked services and local support agencies to set up and maintain effective referral systems and good working relationships
* Ensure the person’s eligibility for the project. If ineligible, sign post the person to the appropriate external support or report identified missing gaps in provision
* Register eligible people on the Programme as agreed within the contractual guidelines and use in-depth assessments to identify barriers to progression.
* Plan specific support and initiatives, agreed with the person, to overcome personal and practical barriers to achieve
* Ensure continuous effective marketing of the Programme to the disengaged people.

**To support and encourage people**

* Provide an individually tailored support service appropriate to each person
* Support, guide and motivate customers to achieve progression
* Support with the preparation for assessing entering mainstream training, and employment or self-employment opportunities
* Communicating effectively and regularly as agreed with the person to foster a professional relationship that supports and enables positive progression. This will require negotiation and persuasion. Dealing with difficult or challenging behaviour and/or attitudes of the person’s perceptions and experiences will be required
* Communicating with peers and management at varying levels within the organisation for the purpose of sharing information about person’s issues, performance and progress
* Involve people in a meaningful way by sharing ideas and the ways of working e.g. customer focus groups and where appropriate act on suggestions and ideas to test the service to further enhance the existing model of delivery
* Identify people who can support with peer mentoring and sharing experiences on the Programme.

**To maximise progression**

* To work with a defined caseload in named geographical area with specific target groups and volumes to achieve
* The nature of the role will require a wide range of strategies and methods for engaging, building and maintaining professional relationships with unemployed people who have significant barriers to progression
* Creativity and innovation is required in working with the person in deciding the type of approach required at the correct time in order to achieve timely and effective outcomes. A wide range of information and data sources must be used in order to understand each individuals needs to achieve progression to positive outcomes
* Identify suitable interventions as agreed with each individual and monitor impact and effectiveness of methods used
* Make recommendations to the person in relation to the range of options available, and which would be most suitable at a given time in the person’s personal journey.
* Coach and prepare customers for job interviews, support with application completion and increase their digital literacy
* To enhance customers digital capabilities by delivering online tutorial sessions and conducting virtual interviews and online communications.

**To communicate effectively with both internal and external colleagues**

* Co-operate and communicate with all other members of staff to achieve a healthy and safe working environment, complying with Health & Safety and Equal Opportunities legislation
* Support operational activity as required
* Ensure a positive approach to the people, colleagues and partners in a courteous and professional manner
* Deal efficiently and effectively with all telephone enquiries from both internal and external sources
* Liaise with professionals and local agencies to provide a positive image of the Wise Steps Programme and Newcastle Futures
* Liaise and build positive working relationships with external agencies
* Market the service in a professional and effective manner

**To work within the team, contributing to the goals and objectives**

* Provide timely and appropriate feedback on the person’s progress to the management team
* Achieve minimum of agreed number of outcomes through agreed MI progression measures
* Flexibility of working approach to align with the person’s needs.
* Exchanging work practices to enhance their own and colleagues CPD.

**Maintain and ensure all monitoring and recording systems and business processes are kept accurate and up to date at all times**

* Maintain documentation in line with procedures ensuring they are up to date at all times
* Maintain accurate records and paperwork in line with procedures relating to the programme and as instructed by your Line Manager
* Ensure Database and the Newcastle Futures Performance Information is kept up to date
* Liaise with Line Manager to ensure quality service and project evidence is provided as agreed e.g. Quality, Compliance and Assurance.
* Ensure they conduct personal monitoring to maintained satisfactory performance level.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Newcastle Futures’ Project Manager.

The fixed term appointment ends on 31 December 2022.

**Post:** Job Coach, Wise Steps

| FACTOR | ESSENTIAL | DESIRABLE | MEANS OF ASSESSMENT |
| --- | --- | --- | --- |
| 1. SKILLS,    KNOWLEDGE  AND APTITUDES | E1E2E3E4E5E6E7 | Excellent communication and interpersonal skillsAble to build good working relationships with a wide range of agencies and individuals, including community groupsAble to use own initiative, time management and organisational skills in a results orientated environment.Understanding of Jobcentre Plus/Newcastle City Council services and multi-agency workingHigh level digital literacy skills and data accuracy skillsAbility to utilise both online/social media and telephone communication methods effectively in communications with and support of customersAbility to follow and comply with contractual requirements | D1 | Local knowledge of support and development agencies within Newcastle | Application Interview  |
| 2. QUALIFICATIONS  AND TRAINING | E8E9 | Excellent IT skills including use of Microsoft office, Google products, social media platforms and databasesNVQ Level 3 in Advice and Guidance or equivalent | D2 |  NVQ Level 4 in Advice and Guidance | Application Sight of original Certificates  |
| 3. EXPERIENCE | E10E11E12E13E14 | Knowledge of the barriers faced by people who have challenges with circumstances and behaviours e.g. including caring responsibilities, disabilities, mental health issues, addictions, homelessness and accessing employment.Able to communicate effectively with a wide range of diverse people.Case management experience and ability to broker support with external agenciesExperience of delivering in a high performance environmentExperience of using social media and virtual meeting platforms. | D3 | Experience of partnership working with statutory and voluntary bodies | Application Interview  |
| 4. DISPOSITION | E15E16E17E18E19 | Able to work to tight deadlines and manage own workloadHigh personal standards of integrity and probity including a commitment to equal opportunitiesCommitted to high levels of customer careSelf-motivated with resilience to succeed in challenging situationsWilling to be photographed for business use e.g. Website and communications |  |  | Application Interview  |