

## Job Coach – Grade 8

### Job Purpose

This is a new and exciting role that has been created within the Council working in Project SEARCH. This is an international project that works within business settings supporting individuals with Learning Disabilities in internships.

The Job Coach's focus will be to support the interns into employment opportunities, tailoring a bespoke learning journey and multiple workplace experiences, which fit the intern's skills, aspirations and choices. The role will require an understanding of the assessment processes, pathways, and support services and working collaboratively with education providers and businesses.

As part of the REAL Employment Team you will contribute to the shared outcomes, developed alongside our partners and businesses, advocating the needs and voice of interns, where appropriate.

### Key areas of responsibility

Successful Management of a number of cases (at any one time) which include:

- Vocational Assessment – establish and make appropriate decision on appropriate level intensive support to interns. Develop an employment plan that identifies interns' strengths, interests, challenges and training needs using sound judgement and problem-solving skills.
- Coaching and building resilience and independence in participants including managing expectations of interns and family members
- Employer Engagement – encouraging and promoting partnership working to improve interns access to services and to maximise individual choices to employment opportunities. Identifying reasonable adjustments and or assistive technology.
- Ensuring the safety of interns and understanding of the risk around safeguarding and Health & Safety at Work legislation.
- Monitoring and ensuring outcomes are delivered – interns' performance & progress, identifying areas for improvement
- Signposting and referrals – awareness of a range of agencies and signposting to appropriate support services.
- Training and workshops - plan and deliver presentations, training packages, coaching sessions and events to raise the awareness of the services approach and the impact of holistic support on the outcomes for interns and their families.
- Management Reporting – provide written and statistical reports, recording and maintaining accurate caseload management and the effective use of recording systems
- Contribute to the delivery of projects within prescribed timescales.
- Promoting the service within the local community, events and organisations and sharing success stories.

## Decisions

- Types of decisions/judgement would include recruiting suitable interns to the project, assessing the needs and progress of each intern and matching them to rotations and job opportunities. Undertaking work placed task analysis and assessing roles for the project.
- Dealing with cases that will vary in terms of complexity and difficulty. Taking responsibility for the continual assessment, monitoring and reviewing, gathering information and assess and plan the approach for each case.
- Developed interpersonal skills to be able to engage with interns and their families taking into account their lived experiences and challenges
- Developed negotiating and influencing skills to engage other agencies, employers and individuals together in order to focus on agreeing on the appropriate support, which may involve having challenging conversation and articulating the interns concerns accurately and sensitively when engaging employers
- Able to problem solve and quickly respond to situations as they arise or when an individual is in crisis in order to remain focused on the desired outcomes.
- Undertake research to identify other areas of support and best practice.
- Short to medium planning required, for each rotation of work across the academic year.
- Showcase the project by contributing to promotional material to be used by the host business, the Council and Project SEARCH.

## Resources – Financial & Equipment

### Responsibility for finance

- No responsibility

### Responsibility for physical resources

- Responsible for office equipment, laptop. Phone.
- Recording, security, confidentiality and maintenance of all information in relation to personal sensitive information for vulnerable customers in line with GDPR

## Work Environment

### Work Demands

- Subject to constant review, work pressure, deadlines and competing demands. Managing cohorts of interns through a yearlong placement with a timetable of rotations, recruitment and job searching. Balance the work demands with other priority areas of work including training and providing holistic support.
- Effective case management and ability to make quick decisions.
- A high level of sensory skills and attention to detail required. Training in Systematic Instruction and undertaking workplace Task Analysis
- Using sound judgment and problem-solving skills to support and respond appropriately to interns close to crisis.
- Partnership working and interacting with the public, host business managers, colleagues in other services such as DWP or CAB. Understanding and managing the competing demands of

partners including the Educational Provider, Kirklees Council, the host business and National Project Coordinators.

- Lone working providing one to one support to interns in various workplaces/rotations. Health and Safety awareness and assessing risks and removing any barriers or obstacles to working.
- Regular requirements for written reports/ analysis of data to demonstrate the progress of the interns in the project.
- Plan and deliver workshops, briefings demonstrating the progress of interns, the values of the project and other milestones as required.
- Act as a mentor and support the induction and training of interns, students and volunteers.
- Supporting and mentoring managers in the host business in disability awareness, reasonable adjustments and job carving.
- Working closely with the educational provider, covering training sessions as required.

## **Physical Demands**

- Time spent working on a p.c.
- Moving and handling when setting up rooms for workshops, events and transporting materials to and from different venues.
- Traveling to various locations throughout the authority.

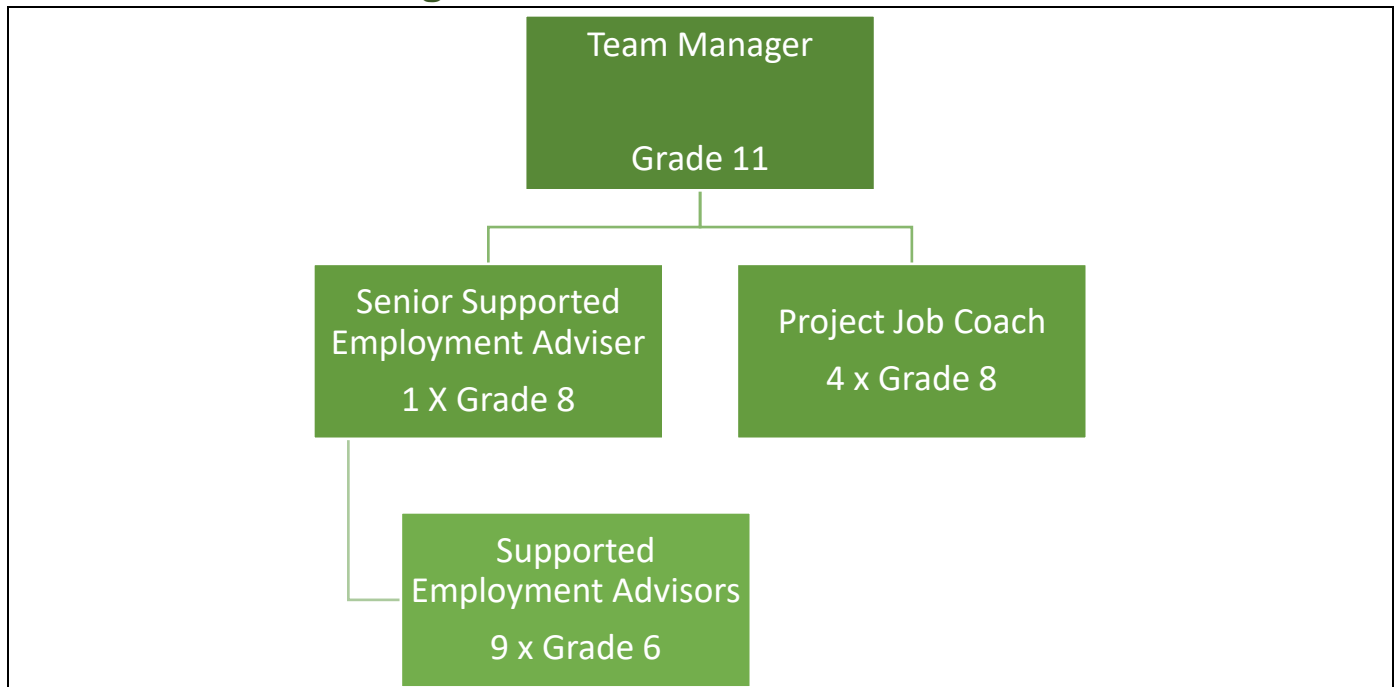
## **Working Conditions**

- Working remotely across a number of different locations. The job coach will undertake each of the job roles assigned to the interns in order to assess the appropriateness of the role for the intern. They would then train and support the intern to complete the role.
- Attend regular meetings with agencies, employers work settings across Kirklees.

## **Work Context**

- Working within the standards set by Project SEARCH and agreed best practice in supported employment.
- To act as a facilitator for the REAL process having access to highly sensitive information that they need to manage professionally in line with the Real principles and practices
- Daily engagement/contact with individuals, agencies and employers and access to sensitive information.
- Exercise professionalism and expertise to ensure all outcomes and practices support and embed the services aims/objectives.
- Require a high level of emotional resilience when dealing with sensitive and challenging behaviour, where appropriate using de-escalation techniques whilst working objectively and professional at all times.
- Identifying appropriate job opportunities and working with employers to help them understand and assess the risks of an employee with learning disability.
- Working in a sensitive, political environment where the needs of the host business, educational provider and council need to be balanced.
- The project runs over the academic year with targets to be met at key points. Project SEARCH requires full time paid outcomes for 70% of interns.
- Will make use of the council's mobile and agile working practices.

## Position of Job in organisational structure



<b>Knowledge, skills and Experience</b>	<b>Shortlisting criteria</b>
Knowledge of REAL employment and how it functions and the routes into, and the opportunities available to vulnerable adults	Essential
Experience of working in a role that promotes employment and being solution focused.	Essential
Understanding of the social, cultural and equality issues and challenges facing adults with learning difficulties	Essential
A knowledge of the different support services available	Essential
Proven experience of supporting or advocating for adults with learning disabilities or vulnerable groups.	Essential
Ability to communicate effectively both written, presentations and verbally, including influencing and negotiation skills to build effective relationships with agencies and employers	Essential
Experience in the development and use of audit tools to collate, track and monitor performance and progress of cases	Essential
Possess excellent organisational and IT skills with good use of systems and databases, with the ability to produce clear, concise reports and present information	Essential
Have the ability to work effectively on own initiative, with minimal supervision.	Essential
Understanding the importance of Data Protection & Confidentiality	Essential
<b>Qualifications</b>	<b>Shortlisting Criteria</b>
Has a relevant qualification, degree, vocational qualification or equivalent experience in Supported Employment	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

## General Information

See your responsibilities related to [Safeguarding](#).

This post requires you to work flexible hours, including occasional evenings and weekends.

You may also be required to travel to various locations in order to carry out the duties of the post.

You will be required to undertake an enhanced Disclosure & Barring Service check.

A willingness and commitment to continuous professional development.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

# Job Profile

For Office Use Only:

Job ID ref No:

Last Updated: