



JOB DESCRIPTION

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| Job Title Training & Employment Coach | |
| Department Campus | Team Employment & Skills |
| Reports to (Job Title) Senior Training & Employment Coach | |
| Responsible for (number of supervisees) 0 | Job Grade |
| Location Edinburgh House, Hanley, Stoke on Trent | Contract Type: Fixed Term: currently to End March 2021 (subject to funding) |

Purpose of the Job

North Staffs YMCA will offer tailored employment support to customers.

The Training and Employment Coach will provide support to customers engaged on employability programmes by providing practical support and advice and guidance on learning, training and employment opportunities. Work will be undertaken on a one-to-one or group basis as part of a service based within the YMCA or appropriate community venues across Stoke-on-Trent as identified by the management team.

Main duties and responsibilities

1. Engage and support customers onto the programme.
2. Break down any language barrier. The Training & Employment Coach will communicate at an appropriate level with customers including those who do not have English as their first language.
3. To manage a case load of clients with the aim of working with them to achieve sustained employment, ensuring that all actions taken adhere to quality guidelines and compliance.
4. Facilitate one to one and group meetings and activities giving impartial information, Advice & Guidance to customers regarding learning, training and employment matters.
5. Set out an action plan with the customers, identifying and addressing barriers into training or employment.
6. Identify structure and recommend vacancy and training solutions which will meet the specific needs of clients and employers.
7. Manage time between contact with customers and administration duties, ensuring a balance is struck between the two.
8. Maintain and complete quality paperwork and client records which will ensure that contract compliance guidelines are adhered to.
9. Transport customers to and from venues of training etc where appropriate and agreed by the management team.

10. Co-ordinate and structure internal and external meetings to ensure that both clients and service providers receive a professional level of customer service in line with the needs of individual client and business goals.
11. To perform outreach work in Local communities.
12. Maintain established financial processes and procedures to ensure individual and office budgets are adhered to.
13. Establish and maintain effective lines of communication with internal and external stakeholders to ensure the smooth operation of all processes.
14. Develop and secure long term relationships with clients, employers and service providers to ensure repeat business and meet organisational goals.
15. Maintain adequate records using the providers' IT systems including MIS(Management Information Systems) databases and other relevant electronic records.
16. Work closely with all partner organisations and agencies making referrals where appropriate and for the benefit of the customer.
17. Ensure that the organisation's policies and procedures are adhered to, and Data Protection and confidentiality policies are maintained. Also work in line with the policies and procedures within the Children's Centres and contracting bodies.

Administration

Training & Employment Coaches have a duty to ensure they carry out tasks within their role to manage their administrative tasks (both electronic and paper based).

These will include:

1. File management – customer's files, to be kept in order and to meet quality standards with all contractor formats.
2. Maintain confidentiality in file management at all times and adhering to the policies and procedures laid out by the Children's Centres, contractors and other employability programmes.
3. Support customers in form filling where appropriate and agreed (e.g. application forms for employment).
4. Keep Advice and Guidance for customers up to date and in accordance with the working policy. Keep customers contact records up to date and appropriate to the programme's criteria.
5. Monitoring information - this should be carried out on a daily basis, and submitted to the management team on the specified basis.
6. Training & Employment Coaches are to keep up to date with the various booking systems internal and external. A knowledge and understanding of the relevant MIS (Management Information System).
7. Collate and maintain local and city contacts, for the benefit of the customers. Organisation and collation of outside agency information - training, support, etc to enable the Training & Employment Coach to signpost the customers to varying support agents.
8. Management of daily diary including Microsoft Outlook - keep up to date with precise information –meetings, (where, when and with whom) etc, all of which will be monitored during one to one supervisions and appraisals.
9. Ensure the Home Visiting/Lone Working policy within the Centre is adhered to at all times, and in accordance with the organisation's Health and Safety policy.

Communication and Networking Skills

Training & Employment Coaches will communicate and network with various professionals in order to fulfil their delivery of service for the customers.

These will include:

1. Attendance and communication with partners as appropriate. Communication with various bodies - Job Centre Plus, Connexions, Colleges, Social Services, CAB, Training Providers etc on behalf of supporting the customers.
2. Attending various community events profiling the Employment & Skills Team - networking with other bodies present at events. Promoting positive partnership working and developing a signposting service for the benefit of the customers.
3. Attending meetings/events to keep up to date with all relevant information and best practice, also to keep the centres up to date on the programme's development and progression.
4. Responsible for the general housekeeping of any training, this will be coordinated by the Programme Co-ordinator - welcome clients, registers, refreshments, timetable of the day etc

Personal Development

Staff will be required to take part in team training events and personal staff development, including:

1. Engaging in training arranged by relevant partner organisations to strengthen knowledge of the services provided for customers.
2. Attending training to strengthen working practice and in accordance with the organisation's training policy.
3. Attending meetings where outside agencies have come in to deliver presentations of their services. This information will then be cascaded to customers who would need to access outside services.
4. All staff to attend and fulfil training of a minimum of NVQ L2/3 Information, Advice and Guidance and other mandatory training not only for their own personal development but to strengthen their role of delivery and service within the programme.

Scope and Limits of Authority

The post holder is responsible to the Senior Training & Employment Coach.

The post holder will be expected to undertake any other duties commensurate with the post as may be decided in discussion with the Organisation and the Management Team.

All staff must adhere to the policies and procedures laid out by the lead organisation, strictly observing Health and Safety, Confidentiality and Risk Assessment regulations.

Confidentiality & Data Protection

You will support, implement and adhere to all the relevant policies and procedures of the YMCA including those regarding the security and data requirements.



Person Specification

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| Essential |
| Knowledge |
| <ul style="list-style-type: none"> • Good standard of education • NVQ Level 2/3 Information Advice & Guidance or equivalent • Knowledge of working in the Welfare to Work Sector |
| Relevant Experience |
| <ul style="list-style-type: none"> • Experience of similar role of working in the Welfare to Work Sector • Experience of community work and regeneration • Experience of one to one contact and conducting advice and guidance delivery • Knowledge of support service frameworks needed for customers • Understanding the principles of Equality and an ability to relate to all groups within local communities. |
| Skills and Ability |
| <ul style="list-style-type: none"> • Office experience of providing welfare-to-work related employment advice to the unemployed • Good communication and networking skills • Good organisational skills and file management • Prioritise work according to given time scales and priority • Ability to work independently and time manage workloads • Excellent team player, and able to share good practice with working colleagues • Ability to use relevant MIS (Management Information Systems) and electronic data recording software • Competency with Microsoft Office package suite • Knowledge of various monitoring/recording of information requirements, and their importance • For dedicated BAME Training & Employment Coach, ability to communicate in additional languages where appropriate. |
| Other Requirements |
| <ul style="list-style-type: none"> • Full driving licence to be held - ability to travel around the city, and at times transport clients to various venues • Enhanced DBS check • Willing to work flexible and on occasion outside of standard working hours • Undertake any training to aid personal development |

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| Desirable – additional to the essential criteria detailed above |
| Knowledge |
| <ul style="list-style-type: none"> • Qualification in Advice and Guidance, Level 4 or equivalent • PTLS Adult Teaching qualification |
| Relevant Experience |
| <ul style="list-style-type: none"> • Previous experience of delivering adult training • Previous experience of working with unemployed customers and a detailed understanding of benefits • Previous experience on FND or other Welfare to Work Programmes • Experience of working/liasing and engaging with local employers. |

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| Skills and Ability |
| <ul style="list-style-type: none">• Previous experience of team work and the ability to work independently• Experience of working in a multi-agency environment• Level 2 or above IT skills. |
| Other Requirements |
| <ul style="list-style-type: none">• Driving licence and daily use of a vehicle. |