

<b>JOB DESCRIPTION</b>
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<b>JOB TITLE</b>	<b>Work and Enterprise Coach</b>
<b>Salary grade</b>	£21,817 - £23,208 (3F)
<b>Hours</b>	37 hours per week (including some weekend and evening working)
<b>Department</b>	Livewell
<b>Responsible to</b>	Work and Wellbeing Manager
<b>Cover for</b>	Work and Enterprise Coaches
<b>Cover by</b>	Work and Enterprise Coaches
<b>Liaising with</b>	Customers, employers, partners, statutory services and host organisations.

### **1. Main Purpose**

The Work and Enterprise Coach will support customers with physical and mental health conditions to move into sustained employment. The Coach will use strengths-based approaches, such as motivational interviewing, to help customers identify and achieve their employment aspirations.

Work and Enterprise Coaches will deliver high quality employment services in line with the IPS principles and fidelity scale. Coaches undertake rapid job search with customers within first 30 days of being on the programme. They develop relationships with Job Centre Plus and employers to source individualised employment opportunities for customers. They provide in-work coaching and support to sustain outcomes. They link customers to health and wellbeing support debt and benefits advice, and skills training to support their employment journey.

### **2. MAIN TASKS AND RESPONSIBILITIES**

1. To effectively maintain a caseload of customers ensuring their attendance at regular one to one support sessions. Offer appropriate information, advice and guidance to help overcome their barriers to employment, including signposting to relevant support agencies and partners.
2. Co-produce job search plan and set SMART targets at each review stage.
3. Support the customer when in employment and track their progress regularly.
4. Ensure that detailed participant records are maintained using the database and that hard copy documentation is held.

5. Deliver employability coaching and other relevant training as required.
6. Achieve job outcome targets to meet the overall contract target for employment. Ensure that job outcome evidence requirements are met
7. To account manage the long term relationships with employers and to create effective relationships with the local business community, public, community and voluntary sector organisations in order to secure job placements and employment opportunities
8. Provide support to employers who offer employment opportunities to our customers, ensuring that they are able to support employees with complex needs
9. To motivate customers, to ensure continual engagement and to ensure that customers are equipped with the necessary skills and knowledge to move into sustainable employment.
10. Attend team meetings within host organisations and share best practice and learning across host organisations and partners
11. To complete paperwork and to ensure that customers files are maintained in line with contractual and quality compliance requirements.
12. To conduct health and safety risk assessments in employment provider organisations and to ensure that providers are aware of their responsibilities to the customer in terms of health and safety and equal opportunities.
13. To update information on SYHA's management information system as required by contractual and quality standards.
14. To adopt a coaching/motivational interviewing and a strengths-based approach when supporting customers
15. To maintain up-to-date knowledge of the local labour market and sector developments.

**OTHER AIMS FOR THE POST**

16. Maintain up-to-date knowledge of issues, trends, policy developments and legislation relating to health, care, wellbeing and employment
17. To take part in any training course relevant to the post.
18. To work in accordance with the Diversity Policy.
19. To work in accordance with the Health and Safety policy and associated procedures.
20. Undertake any additional tasks as reasonably required by your line manager.

21. To work within and promote the values, promises and policies and procedures laid down by SYHA and be involved in the development and review of policies and procedures as required.

22. To attend supervision and appraisal meetings as specified by the post holder's line manager and to take part in any training deemed relevant to the post.

23. To promote the diversity strategy and policy in all aspects of service delivery.

3. **MISCELLANEOUS / SCOPE**

24. Any other duties as required by the Work and Wellbeing Manager, Head of Work and Wellbeing and other senior staff

<b>CONDITIONS OF SERVICE</b>
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<b>JOB TITLE</b>	<b>Work and Enterprise Coach</b>
<b>Salary grade</b>	£21,817 - £23,208 (3F)
<b>Hours</b>	37 hours per week (including some evenings and weekends)
<b>Leave</b>	27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday (pro rata if temporary or part time). The leave year runs from 1 April to 31 March.
<b>Pension</b>	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the HR Department.
<b>Unions</b>	SYHA recognises UNITE and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
<b>Car Allowance</b>	This post does attract essential car user allowance.
<b>Job Share</b>	The post is open to job share.
<b>Location</b>	Sheffield City Region (exact location to be confirmed)
<b>No smoking</b>	SYHA operates a no smoking policy within all our offices.

<b>PERSON SPECIFICATION</b>
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**JOB TITLE**                      **Work and Enterprise Coach**

<b>Criteria</b>	<b>Essential</b>
<b>Impact on Others</b>	<ol style="list-style-type: none"> <li>1. Ability to communicate effectively with a wide range of people,</li> <li>2. Ability to engage and communicate well with employers</li> <li>3. Ability to work in a multidisciplinary team and work under own initiative</li> <li>4. Ability to adopt a coaching/motivational interviewing approach to support customers</li> <li>5. Ability to engage hard to reach groups</li> </ol>
<b>Motivation</b>	<ol style="list-style-type: none"> <li>6. Ability to work on own initiative and organise caseloads</li> <li>7. Ability to liaise effectively with people at all levels both internally and externally</li> </ol>
<b>Values</b>	<ol style="list-style-type: none"> <li>8. Demonstrable commitment to SYHA values, including a strengths-based approach to employment support</li> <li>9. Commitment to equality and diversity</li> <li>10. Openness to challenge and confidence to challenge others</li> </ol>
<b>Professional Know-how &amp; Qualifications</b>	<ol style="list-style-type: none"> <li>11. Ability to deliver high quality employment services in line with IPS principles and fidelity scale</li> <li>12. Good knowledge of the employment system e.g. JC+ processes</li> <li>13. Ability to navigate the employment system</li> <li>14. Experience working to an outcome based model achieving ambitious targets</li> <li>15. Ability to collect and report on data accurately</li> <li>16. Coaching/Motivational Interviewing qualification or experience</li> <li>17. Excellent data, IT and literacy skills</li> </ol>
<b>Problem Solving</b>	<ol style="list-style-type: none"> <li>18. Ability to adjust approach/plans depending on customer needs</li> <li>19. Ability to manage difficult situations relating to programme activity</li> </ol>
<b>Work Related Circumstances</b>	<ol style="list-style-type: none"> <li>20. Ability to use a wide range of IT packages such as Microsoft Word &amp; Excel, Outlook, PowerPoint and Access.</li> <li>21. Ability to manage a complex high need service ensuring that appropriate support is provided to customers.</li> </ol>

Criteria	Desirable
Work Related Circumstances	22. Full UK driving licence