****

****

**JOB DESCRIPTION**

**Job Title:** Building Better Opportunities Job Coach

**Service Area:** Worcester

**Hours:** 37 per week, Monday to Friday

**Salary:** £24,000 - £25,500

**Responsible to: Head of Community Services**

**Background:**

Fusion an innovative Worcestershire consortium, have been successful in securing additional funding from the European Social Fund and The National Lottery Community Fund to continue delivery of the Building Better Opportunities (BBO) programme across the County.

The local BBO programme has been shaped by the Worcestershire Local Enterprise Partnership, and the National Lottery Community Fund is matching funds from the European Social Fund (ESF) 2014-2020 to invest in local projects tackling the root causes of poverty, promoting social inclusion and driving local jobs and growth. The project is currently in its third year and has recently received notification of a contract extension due to its success to date.

**Job Summary:**

Working with people furthest from the labour market; you will hold information, advice & guidance qualifications, understand the UK Welfare to Work Programme and have the ability to motivate and mentor participants who are facing social and economic barriers to sustained employment. You will also be required to increase the number of employment opportunities with potential employers and negotiate with them to offer work experience and interview opportunities for participants. Success will be measured in part by the number of participants you help secure and sustain paid employment.

To provide an individual support service to referred participants of the project on how to access work, education or training. To successfully manage a caseload of up to, but not limited to 25 participants ensuring positive outcomes for individuals.

**Key Responsibilities**

**Operational**

**Customer Care**

1. To promote and safeguard the welfare of BBO participants and ensure appropriate professional boundaries are set and maintained
2. To co-ordinate and manage participant caseload to ensure each participant is progressing and their needs are fully recognised and they receive appropriate advice, guidance, support and opportunities to achieve their full potential
3. To create an open, caring but structured environment where participants work toward creating their own solutions
4. To ensure success of participants is recognised

**Service Development & Quality**

1. Develop and deliver employment support services – ensuring they are aligned to BBO objectives
2. Contribute to creating an environment of continuous improvement, putting in place mechanisms to monitor outcomes; and learning from best practise to implement better practice
3. Contribute to managing accurate participant records via the BBO management information system to identify & implement improvements
4. To achieve project targets and outcomes
5. To support the BBO Managers to identify and manage risks to the service area
6. To collate and process benchmarking information and produce relevant reports on performance against BBO targets
7. To track and record participant progress in line with contract needs
8. To ensure high quality of delivery for all employment services
9. To promote organisational services to key stakeholders though meetings, press, publicity and events.
10. To help implement quality frameworks required by funders and secure relevant accreditations (e.g. Matrix and ISO90001)
11. To develop partnerships that support participant’s journey into employment.

**Personal**

1. To maintain qualifications & knowledge through Continued Professional Development
2. To carry out any other duties and responsibilities within the scope of this post which may be allocated from time to time by the Head of Community Services

**Financial Tasks and Risk Management**

No Financial responsibilities

**Special Conditions**

* While post holder will be based in Worcester you will be traveling to support BBO activity across Worcestershire
* The post holder may be required to attend meetings in the evening and occasionally at weekends. (Such work up to 10.00 p.m. will be part of their normal working hours).
* On very rare occasions any time worked after 10.00 p.m. would be deemed as overtime if authorised by Chief Executive
* Post holder will be expected to have access to a suitable car and have fully comprehensive business insurance.

**General Expectations of Onside**

1. **To promote equality of opportunity and recognition of diversity in all aspects of work.**
2. **To promote Onside’s core values and ethos.**
3. **To foster constructive and collaborative working relationships with colleagues, stakeholders and partner organisations.**
4. **To participate in the continuous improvement of service delivery**
5. **To work within Policy and Procedure, Quality Frameworks and Financial Regulations.**
6. **To understand the importance of data protection laws and protocols within every role and to abide by these at all times.**
7. **To act responsibly and be ‘risk and safety aware’ and co-operate in the identification and minimisation of risks and to ensure you are familiar with significant local hazards and know and use safe systems of work.**

**PERSON SPECIFICATION**

**Job Related Skills and Knowledge**

* Written and spoken communication skills that allow you to inform and advise others clearly **Essential**
* Interpersonal skills that enable you to work with people at all levels, motivate others and change people's attitudes when necessary **Essential**
* Initiative and the ability to offer new ideas **Essential**
* Grasp new areas of responsibility quickly, and be open to new ideas **Essential**
* Problem-solving and negotiation skills **Essential**
* Organisational and planning skills to manage your time and to meet deadlines and objectives **Essential**
* Ability to meet or overachieve contractual targets **Essential**
* Good time-keeping skills to enable you to effectively manage workload **Essential**
* Personal commitment to improving your own knowledge and skills **Essential**
* Excellent attention to detail when maintaining participant records **Essential**

**Experience:**

* Experience of supporting a diversity of participants, with varying learning needs / levels **Essential**
* Experience of working with people who may be vulnerable or disadvantaged, including people experiencing mental health issues **Essential**
* Experience of gathering data for a range of purposes e.g. participant files, progression, monitoring **Essential**
* Experience of delivering on funded training contracts (Lottery, SFA, ESF) **Essential**
* Experience of assessing participants progress against targets **Essential**
* Experience of engaging with entry to employment customers **Essential**
* Experience of keeping manual and computerised records – external contract administration, participant records etc. **Essential**
* Experience of using information technology systems. (Data Bases, MIS Microsoft Office Suite, etc.) **Essential**

**Education/Qualifications:**

* Information, Advice & Guidance (IAG) qualification, preferred Level 4, or willing to work towards at own cost – **Essential**
* Adult Learning Qualification – **Desirable**

**Other Requirements:**

* Ability to work from a range of sites within Worcester and Worcestershire **Essential**
* Full driving licence and access to a car **Essential**