Job Description

RCS
LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

CONNECT TO WORK JOB COACH

Band: .....3.6 to 3.13

Salary: .....£29,511.67 rising incrementally to £33,899.63

Contract: .....Permanent

Hours of work: .....37 hours per week

Working Location: .....Wrexham / Flintshire

Reports to:.....Connect to Work Team Leader

Background

Connect to Work is a new UK government programme aimed at helping people overcome barriers to employment, particularly those with disabilities, health conditions and complex needs.

The programme is based on a supported employment model, taking a 'place, train and maintain' approach, which is shown to be the most effective way of supporting people into work. Our team will be working with individuals to connect them with roles and employers that meet their aspirations and support needs.

Job Purpose

You will join a team of Connect to Work Job Coaches delivering individualised, tailored support to help people with complex needs into employment, in line with the principles of Supported Employment.

Key Responsibilities

Pre-employment stage:

- Engage and support an active caseload of up to 25 participants at any one time, holding face-to-face meetings in community settings across the locality.
- Work intensively with participants, using a vocational profiling process to identify skills, abilities, goals, barriers and needs, and providing coaching support to help clients progress towards their employment goals.
- Identify options for support to address any barriers to employment, such as transport, health or housing, linking in with other agencies as required.
- Help participants create an up-to-date CV and prepare for interview.
- Work with key individuals involved in the participant's support including family members, mental health workers etc, to consider all aspects of their transition to employment and to ensure that appropriate support is in place.
- Source job opportunities through rapid tailored job search and regular contact with employers, negotiating opportunities that meet participants' strengths, needs, abilities and preferences.

Employment phase:

- Work with the participant and employer to ensure appropriate support and resources are in place in the workplace, helping to identify and source any resources or assistive technologies needed.
- Help employers think flexibly about job design and about any reasonable adjustments that could be made to ensure the role or working environment aligns with the participants' needs and skillset.
- Support the participant through the onboarding process, ensuring they understand their role, expectations, and company culture, and that they have access to appropriate training.
- Where appropriate, provide hands-on support and guidance to help participants apply skills learned in training and manage tasks effectively, using systematic task instruction as required.
- Maintain regular contact with participants once they have been placed in employment, offering support with issues as they arise, and supporting their onward progress.
- Ensure the accurate and timely recording of all service and participant activity using RCS's digital CRM system.

Key Responsibilities

Professional Development

- Engage with all training and development activities as required to ensure continuous professional development.
- Engage proactively with other providers and networks to share best practice and engage in reflective practice to ensure ongoing professional development and competency.

Service development and administration

- Make a proactive contribution to continuous service improvement by appropriately highlighting any issues, challenges and risks to delivery, and working as part of a team to develop and deliver appropriate solutions.
- Make an active contribution to the promotion of the service e.g. share case studies, present at events.
- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information.
- Work proactively in line with RCS's company values – Responding, Connecting and Supporting.
- Work to our quality management system in order to ensure a consistent and quality service for clients.
- Any other duties required as commensurate with the role.

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Person Specification

Essential

- Good standard of educational achievement.
- At least 2 years' experience of delivering employment support, preferably in a supported employment or IPS setting.
- Experience of working with people with significant barriers to employment
- Experience of managing a case load of clients/customers.
- Experience of liaising with employers to help customers access or sustain employment.
- Employment support, preferably in a supported employment or IPS setting.
- Experience of working with people with significant barriers to employment.
- Experience of managing a case load of clients/customers.
- Experience of liaising with employers to help customers access or sustain employment.
- Knowledge of disability and special needs issues, policies and legislation in relation to employment.
- Good understanding of the principles and practice of supported employment and/or IPS.
- Good level of digital literacy.
- Excellent communication and interpersonal skills at all levels, particularly coaching, negotiating, active listening and influencing.
- Creative, flexible, innovative and collaborative in approach.
- Able to work independently and use own initiative.
- Good time management skills, works well under pressure.
- Maintain effective and organised administration systems.

Desirable

- Coaching qualification.
- Level 3 Certificate for Supported Employment Practitioners.
- Mental Health First Aid.
- Up-to-date working knowledge of welfare benefits and/or employment law.
- Welsh language

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Required employment checks:

- Right to live and work in UK.
- DBS enhanced disclosure.
- Two professional references.

RCS is committed to creating an inclusive environment where everyone can thrive. We value diversity and welcome applicants from all backgrounds. Please tell us if you need any reasonable adjustments at any stage of the recruitment process so we can support you to perform at your best.