

EMPLOYABILITY COACH JOB DESCRIPTION

Job title:	Employability Coach
Location:	London, hybrid. Our office is in Elephant & Castle. London colleagues are office-based on Mondays and Tuesdays and work from home Wednesdays to Fridays.
Hours	Full time 35 hours per week
Salary	£26,000 - £31,602 dependent on experience
Contract	Permanent
Responsible to:	Head of Employability

About the Role

You will coach and support women with convictions who are looking for employment. You help them to build the confidence, knowledge and skills they need to become ready for work, before they are assigned to one of our Employment Advisors who will support them in their job search.

What you will do

- Carry out initial calls and registration meetings with women who are interested in engaging with Working Chance; assess any needs the women have and register them onto the service.
- Build and maintain relationships with an assigned caseload of women based on trust, rapport and mutual respect, to help them become ready for work and address any barriers to employment.
- Provide employability support to women, including career coaching, CV writing, interview skills development and advice on how and when to disclose criminal records to employers. This support is delivered through video meetings, online group workshops, and occasionally face-to-face.
- Provide feedback on written documents including CVs and disclosure statements.
- Offer employability and light-touch money management support to vulnerable women through our partnerships with support organisations. This includes in-person support at women's centers across London and virtual assistance via phone or video calls.
- Deliver occasional on-site employability training workshops for women with convictions or at risk, covering soft skills (such as confidence and self-esteem) and practical skills (such as disclosure of convictions to employers).
- Conduct regular client reviews, maintain ongoing contact, and collaborate closely with colleagues in the Employment Services team
- Maintain accurate, up-to-date records and risk assessments in our client database.

What you will bring to the team

- Experience of supporting women with one or more of the following: involvement with the criminal justice system, poverty/debt, domestic violence, mental ill-health, housing problems, addiction, childhood abuse, children being removed into care.
- Fantastic people skills - warm, approachable style, easily able to build rapport with individuals from diverse backgrounds and in group settings.
- Emotional resilience; able to handle the emotional impact of working with people who have experienced trauma and multiple life challenges.
- Understanding of safeguarding principles and practice.
- Good standard of written English.
- Confident delivering content in an engaging style in group settings.
- Non-judgemental and empathetic.
- Able to maintain professional boundaries with clients.
- Highly organised and able to juggle a diverse workload.
- A passion for the work of the charity.
- Able to work in a team environment.
- Solid IT skills, particularly the ability to use a database (such as a case management system) as well as the main MS Office software.

Benefits

- Pension scheme with Scottish Widows.
- Generous annual leave of 25 days' holiday + three bonus days over Christmas and New Year + plus public holidays and your birthday off.
- Employee benefits site with discounts on shopping, holidays and access to financial support.
- Wellbeing days.
- We prioritise inclusion and belonging and are passionate about promoting equality, valuing diversity and working inclusively.
- All staff have confidential access to an Employee Assistance Programme.
- Clinical supervision is available for all Individuals who work with clients.
- All staff events and team days.
- A culture of recognition and celebration.

Equity, Diversity and Inclusion

Working Chance values everyone as an individual – our employees and volunteers, our clients and all the other stakeholders we come into contact with in the delivery of our work. Harnessing difference creates a productive environment in which everybody feels valued, their talents are fully utilised, and organisational and personal goals are met.

Safer Recruitment

Working Chance is committed to providing a safe environment for all those who work at and with Working Chance. The safe recruitment of all those who undertake work here is the first step to ensuring that we are fulfilling this commitment.

All positions at Working Chance are offered subject to the following conditions:

- Receipt of satisfactory references covering the last 3 years of your employment or voluntary work.
- A satisfactory Basic Disclosure Check.
- Proof of your identity and proof that you are legally entitled to work in the UK.

HMPPS vetting is also required for this role because of our work on contracts commissioned by probation services.