



JOB DESCRIPTION

Post:	Employment Coach
Contract:	Permanent, Full-time
Salary:	£33,524 (scale points 15-19 on NJC scale range) inc. LW + pension and other benefits
Hours of Work:	35 hours per week excluding breaks, Monday – Friday
Annual Leave:	34 per year including bank/statutory holidays (pro-rata for part time)
Probation Period:	6 months
Notice period:	4 weeks
Responsible to:	Employment Strategy Manager

An enhanced DBS check is required for this post as the post holder will be directly working with vulnerable adults

The Passage Community Services

Our vision is of a society where homelessness no longer exists, and everyone has a place to call home. Our mission is to: prevent homelessness by intervening quickly before people reach crisis point; end homelessness by providing innovative and tailor-made services that act with compassion and urgency; advocate for, and with those who feel they are not heard by amplifying their voice to bring about real systemic change.

JOB PURPOSE

As an Employment Coach, you will be part of a dedicated team supporting people accessing our services to move towards their employment, education, training and volunteering goals. You will manage a caseload and provide tailored one-to-one support, working with service users to build their skills and confidence, and support them into employment using a strengths-based approach. The role also involves supporting group activities and workshops that help clients take positive steps towards employment. In addition, you will develop and maintain strong relationships with a range of partner organisations that offer employment, education and training opportunities. Through meaningful engagement and guidance, you will support clients to identify opportunities that align with their goals and help them progress towards sustainable employment.

MAIN TASKS

- To provide a safe, inclusive and welcoming service for those who are seeking to gain employment opportunities, including exploring goals and available support.
- To assess and support a one-to-one caseload of clients to develop and review tailored self-development plans, with clear actions that encourage personal responsibility, ambition, and progression towards employment through suitable opportunities and meaningful activities.
- To support clients with job searches and career development through CV writing, job applications and interview preparation.
- To encourage ambition and positivity using a strengths-based approach, while working with clients to understand their individual support needs and support progression into employment.
- To undertake employer engagement activities and support the planning and delivery of job fairs and workshops.
- To participate in Employment, Training and Volunteering drop-in services and events to allow varied points of access for clients to engage with support, including at the Passage Resource Centre, at Passage accommodation projects and with external partners.
- To build and maintain a strong network of referral partners and apprenticeship pathways, ensuring the service is accessible to individuals who would benefit from it
- To build and maintain positive relationships with employment, training and volunteering organisations and partners, including attending off-site networking events
- To have an understanding of the Universal Credit system and the relationship between employment and benefits, and to encourage clients to seek specialist advice where appropriate to support positive outcomes.
- In partnership with Fundraising colleagues, develop and implement opportunities for our corporate partners to deliver training or get involved in volunteering.
- To work with the Lived Experience Project Manager to ensure we provide opportunities for clients to get involved in the shaping of the service to further develop the project appropriately.
- To deliver client work and workshops in line with defined Key Performance Indicators and ensure accurate data inputting on our In-Form database in a timely fashion and produce data for reports as requested.
- To participate in weekly client reception shifts alongside the wider Community Services Team.

GENERAL RESPONSIBILITIES

- In conjunction with your Line Manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of The Passage.
- To participate in internal/external meetings as required, and attend training events, conferences and other functions as necessary.

- To participate in regular supervision, case managements and annual appraisal, and help in identifying your own job-related development and training needs.
- To ensure that all The Passage policies and procedures are being adhered to.
- To contribute to the effective implementation of The Passage's Equity, Diversity and Inclusion Policy as it affects both The Passage and its work with vulnerable adults.
- To at all times undertake your role in a professional manner maintaining a high-quality standard of work, and to always work in accordance with the aims, values and ethos of The Passage¹.
- Undertake any other duties that may be required which are commensurate with the role or organisational requirements.

Note: The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change as service, service users and commissioner needs change. Consequently, The Passage will review and revise this Job Description as required in consultation with post holders.

THE DISCLOSURE & BARRING SERVICE – DISCLOSURE

The Passage aims to promote equality of opportunity for all with the right mix of talent, skills and potential. The Passage welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As The Passage meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198'. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

Person Specification:

Employment Coach

This person specification sets out the essential abilities and qualities that will be used in the selection criteria for the post. When completing your application form, please address criteria E1 to E6 and K1 to K3 demonstrating your experience and knowledge and give evidence of your experience and abilities.

EXPERIENCE

- E1 Experience of working in a similar post, either a paid or voluntary capacity, supporting disadvantaged groups to secure employment.
- E2 Experience in supporting individuals to identify their strengths, set personal goals, and take steps towards securing and sustaining employment.
- E3 Experience of managing a complex caseload and working within an evidence-based practice framework to meet targets and Key Performance Indicators.
- E4 Experience of supporting or participating in recruitment opportunities, job fairs and employment events
- E5 Experience of working with a diverse range of partner organisations to achieve positive outcomes.
- E6 Experience of working with databases and recording systems to evidence your work (training will be provided).

KNOWLEDGE

- K1 Knowledge of Universal Credit and welfare benefits, and the implications when getting back into employment
- K2 Knowledge of initiatives surrounding homelessness and employment
- K3 Knowledge of how to influence and practice positive engagement
- K4 Knowledge of how to support and provide guidance to individuals and how to draw up a personalised development plan
- K5 Knowledge of ways of working with partners to add value and capacity to a service

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:



1 Values led performance

Our work is reflective of The Passage values:

- Seeing the big picture: We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- Respect for others: We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- Effective communication & influence: We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- Hands on hard work: We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

2 Client centred working

We provide quality services to our enable our clients to thrive:

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

3 Effective professional practice

We reflect on our own practice and the skills that are required to continuously improve.

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.

4 Working together

We work positively together, knowing that collaboration and mutual support make us stronger.

- Leadership: We lead and take responsibility within our work areas. We demonstrate pride and passion for our clients, communicating purpose and direction with clarity, integrity, and enthusiasm.
- Collaboration & partnership: We work positively together, knowing that collaboration, partnership and mutual support makes us stronger.
- Reliability and communication: We are reliable and complete work commitments to agreed standards of accuracy, quality and time. We communicate effectively and appropriately, adapting communication styles as required.
- Connection: We behave with authenticity, empathy, & emotional intuition. We respect professional boundaries, and we build positive professional relationships.

