

WORKING CHANCE JOB DESCRIPTION

EMPLOYMENT COACH

Job title:	Employment 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. This role may require occasional travel across London.
Hours:	Full time 35 hours per week
Salary:	£27,810 - £29,810 per annum
Contract:	Permanent
Responsible to:	Joanne Anderson (Service Lead)

PURPOSE OF ROLE

To help our clients enhance their employability and find work that fits their skills, life circumstances and aspirations and that helps them build the life they want.

MAIN DUTIES

Clients

- Perform comprehensive initial assessments to identify clients' individual needs, prior work experience, skill sets and career aspirations.
- Develop personalised action plans to support job readiness and employment outcomes.
- Proactively identify any barriers, such as personal, social or logistical challenges, and signpost to relevant services or resources that can offer targeted support if we are unable to.
- Provide one-to-one support including career coaching, advice on job searching and support with CVs, applications and cover letters.
- Offer occasional interview prep where needed (interview skills development and general practice is undertaken by volunteer interview coaches).
- Guide clients in developing a disclosure statement to be delivered in recruitment processes verbally and/or in writing, depending on recruiters' requirements and the client's preference.
- Support clients to create or enhance a LinkedIn profile where needed.
- Advise clients on the use of AI in job applications in line with our policy (currently in development).
- Support clients to access our Employment Portal to inspire and empower them to think broadly about jobs and sectors they are interested in.

- Support clients to explore paid roles, voluntary positions, apprenticeships, internships, traineeships as needed and connect them to the Education and Training Lead where appropriate.
- Support clients to build confidence, stay motivated, and sustain momentum throughout their engagement with our service, ensuring no unnecessary delay in progressing towards employment.
- Support women through agreed sub-contracting arrangements as needed.
- Act on any potential safeguarding concerns in line with our safeguarding policy and procedures.

Employers

- Develop an excellent understanding of the employers we work with, including their industry, mission, work culture, job roles, and the unique benefits that make them stand out opportunities for our clients.
- Monitor job vacancies from assigned employers and actively share updates with the team to support timely referrals and collaboration.
- Engage proactively with employers to promote clients and secure interview opportunities where possible.

General

- Maintain accurate and up to date records relating to clients and employers on our Case Management System, In-Form.
- Maintain and update the Employment Portal as necessary.

PERSON SPECIFICATION

Essential

- Experience working with vulnerable or marginalised groups, ideally women or individuals with criminal convictions.
- Strong understanding of the barriers to employment faced by people with convictions.
- Excellent interpersonal and communication skills.
- Ability to work independently and manage a caseload.
- Commitment to equity, diversity and inclusion and trauma-informed practice.
- Emotional resilience: able to handle the emotional impact of working with people who have experienced trauma and significant life challenges.
- Understanding of safeguarding principles and practice.
- Excellent standard of written English.
- Non-judgemental and empathetic.
- Able to maintain professional boundaries at all times.
- A passion for the work of the charity.
- Able to work collaboratively in a team environment.

- Solid IT skills, including experience of using a case management system, as well as the main MS Office software.

Desirable

- Knowledge of the criminal justice system and/or employment law relating to disclosure.
- Experience in employer engagement.

VETTING & ROLE REQUIREMENTS

As an organisation committed to supporting women with criminal convictions into employment, we warmly welcome applicants with lived experience of the criminal justice system.

Please note that this role requires a Basic DBS check and HMPPS vetting because it includes work on contracts commissioned by the Ministry of Justice and HMPPS. These vetting processes have specific criteria set by those agencies, which means that not all applicants will be eligible to pass. We want to be transparent about this so that candidates can make informed decisions, while still encouraging anyone who feels they could thrive in this role to apply.

Guidance and requirements can be found in the *'HMPPS Risk Assessed Access for Personnel with Lived Experience of the Criminal Justice System Policy Framework'* published here:

<https://assets.publishing.service.gov.uk/media/69a9544d5a86fe94496e7797/lived-experience-pf.pdf>

Due to requirements set out in these contracts, this position is open only to women, in accordance with the sex-based exemptions of the Equality Act 2010 (Schedule 9, Part 1).

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 through.

Harnessing difference creates a productive environment in which everybody feels valued, their talents are fully utilised, and organisational and personal goals are met.

BENEFITS

- Pension scheme with Scottish Widows with employer contributions of either 5% or 6%.
- Generous annual leave of 25 days' holiday + three bonus days over Christmas and New Year + public holidays and your birthday off.

- Office allowance of £2k per year for staff who regularly travel into the office, pro-rated for part time office attendance.
- Employee benefits site with discounts on shopping, holidays and access to financial support.
- Six wellbeing days a year.
- We prioritise inclusion and belonging and are passionate about promoting equity, valuing diversity and working inclusively.
- All staff have confidential access to an Employee Assistance Programme.
- Opportunity to apply to the Learning and Development Fund of up to £5k towards any training or qualifications to further your development. • All staff events and team days.
- A culture of recognition and celebration.
- Enhanced sick pay.
- Enhanced family leave.