

## **Job Description & Person Specification: Progression Coach**

### **Main terms and conditions**

Responsible to:	Progression & Training Manager
Salary:	£30,900
Pension:	Pension following at 6 months after probationary period (up to 3% employer contribution)
Place of Work:	82 Wentworth Street, E1 7SA
Hours:	35 hours per week
Disclosure:	Full enhanced DBS disclosure required

### **About Providence Row & the Progression & Training Service**

Providence Row has supported people facing homelessness in East London since 1860. We provide crisis support, advice, health services, and pathways into training and employment so that those excluded from mainstream services can rebuild safe, healthy and sustainable lives.

The Progression & Training service plays a key role in this journey. It supports people to move forward from crisis towards independence, offering structured coaching, skills development, and access to training and employment opportunities. The service works closely with other teams across the organisation to ensure clients experience a clear, joined-up pathway towards meaningful outcomes.

### **Why this role exists**

The Progression Coach exists to support people experiencing homelessness and multiple disadvantage to take practical steps towards independence. Progression means movement into training, work experience, employment, or other agreed next steps that increase independence.

You will work directly with clients to provide high-quality coaching, Information, Advice and Guidance, and structured progression support. This means helping people identify realistic goals, build confidence, develop skills, and move into training, work experience or employment.

This is a delivery-focused role with a clear emphasis on outcomes. You will manage a caseload, work at pace, and ensure that every interaction contributes to sustained progression. By working closely with internal services, external partners and employers, you will help create clear pathways that move people forward, not just support them in the moment.

## Success looks like

- **Consistent, high-quality coaching** – Clients feel supported, challenged and clear on their next steps, with strong professional relationships built on trust and accountability
- **Tangible progression outcomes** – Clients move into training, work experience and employment, with clear evidence of progress over time
- **Structured pathways, not one-off support** – Engagement leads to continued movement through services, with effective referrals and coordinated support
- **Effective caseload management** – Work is prioritised, recorded and delivered at pace, balancing multiple demands without losing focus on outcomes
- **Strong partnerships and opportunities** – Relationships with employers, training providers and partners lead to meaningful opportunities for clients
- **Clear and accurate reporting** – Data and outcomes are recorded consistently, demonstrating impact to funders and contributing to service improvement

The key responsibilities in this role are to:

- Deliver high-quality coaching, information, advice and guidance to support client progression
- Support clients into training, employment and meaningful next steps
- Manage a caseload with a clear focus on outcomes and sustained progression
- Develop and maintain progression pathways through internal and external partnerships
- Record, monitor and report on client outcomes and service impact

## Key Objectives and Responsibilities

In order to support the achievement of these aims, the Progression Coach will be responsible for:

### Client Engagement & Progression

- Deliver high-quality 1:1 Information, Advice and Guidance (IAG) sessions
- Develop personalised progression plans with clear, realistic and achievable goals
- Build trusting, professional relationships with clients facing complex needs
- Provide ongoing coaching that balances support and constructive challenge
- Maintain a focus on progression, ensuring engagement leads to tangible next steps

### Employment & Skills Support

- Support clients to create CVs, complete applications and prepare for interviews
- Actively support movement into training, work experience and employment
- Deliver or support group sessions (employability, digital skills, life skills)

### Pathway Development & Referrals

- Support clients through structured progression pathways
- Make and manage referrals to internal services and external partners

- Ensure interventions contribute to sustained progression outcomes

### **Caseload Management & Partnership Working**

- Manage a varied caseload effectively, balancing competing demands
- Work at pace and prioritise effectively
- Build relationships with employers, training providers and partners
- Support employer engagement activities (e.g. mock interviews, placements)

### **Monitoring, Outcomes & Reporting**

- Accurately record all engagement using case management systems
- Track outcomes including IAG sessions, CVs, training, interviews and employment
- Contribute to internal and funder reporting requirements

### **Group Delivery**

- Plan and deliver structured group programmes
- Adapt delivery to meet diverse needs (including ESOL)
- Foster an inclusive and engaging environment

### **Safeguarding & Professional Practice**

- Work in a trauma-informed and person-centred way
- Maintain professional boundaries and manage risk appropriately
- Follow safeguarding, health & safety and organisational policies

### **Other Duties**

- Take on occasional pieces of work as agreed between the Progression Coach and the Progression & Training Manager as required
- Attend evening and weekend meetings and functions as required
- Work in accordance with the Charity's values, guiding principles, policies & procedures

### **Person Specification**

<b>Knowledge and Experience</b>	
Experience supporting people facing multiple barriers to progression	Essential
Experience delivering 1:1 coaching, support or IAG	Essential
Experience delivering or supporting group sessions	Essential
Demonstrable experience of achieving measurable progression outcomes	Essential
Strong understanding of barriers to employment and progression	Essential
Experience managing a caseload in an outcome-focused environment	Essential
Strong organisational skills and ability to prioritise and work at pace	Essential
Ability to work collaboratively within a multi-disciplinary team	Essential

Experience working in the homelessness sector or similar	Desirable
Knowledge of employability and skills provision	Desirable
Understanding of trauma-informed approaches	Desirable
Experience supporting ESOL learners	Desirable
Experience working with employer partners	Desirable
Experience using AI tools to enhance service delivery, streamline workflows, and generate insight, with a clear commitment to ethical and responsible use.	Desirable
<b>Attributes</b>	
Ability to motivate, challenge and support individuals to move forward	Essential
Empathy with clear professional boundaries	Essential
Solution-focused and proactive approach	Essential
Resilience and adaptability	Essential
Strong communication skills (1:1 and group)	Essential
Ability to manage a varied and demanding workload	Essential
<b>Competencies</b>	
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion)	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect)	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness)	Essential
Works <i>with</i> people, not <i>for</i> people, to enable them to realise their gifts, abilities and talents (Empowerment)	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice)	Essential
Is able to communicate, negotiate and influence appropriately with a range of stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Is accountable for the performance of the organisation, their team and their own performance (trustworthy, dependable & inspires confidence)	Essential
Is proactive and takes the initiative to gain the information needed for the role, with a flexible and “can do” attitude	Essential
Is emotionally resilient, self aware and reflective.	Essential