



Job profile



European Union
European
Social Fund

Change Coach

Grade G

Group: Communities & Environment

Service: Economic Development

Location: Civic Centre

Line Manager: Employment Services Team Manager

Car User Status: Casual

Job Purpose

To provide employment support for unemployed and economically inactive residents participating in the European Social Fund Make a Change project to help them move closer to or into work.

The key measures of success for this post are: engagement; job entries; training/education outcomes; progression into job search; minimum service levels; conversion rates; customer satisfaction.

The key roles of this post will include:

1. Identifying and targeting eligible participants to engage them onto the Make a Change project.
2. Developing and maintaining relationships with the Gateshead Housing Company, Jobcentre Plus, local authority services and external partners/providers including participation in co-location arrangements.
3. Conducting an initial assessment to identify barriers to work and developing a SMART action plan to help drive change and achieve individual goals.
4. Managing a participant caseload with a range of complex barriers, reviewing progression and utilising a range of specialist partners to help participants move closer to the labour market.
5. Providing information advice & guidance, support on a 1-2-1 and a group basis and delivering a range of customised activities to help individuals move closer to or into employment.
6. Ensuring that electronic and clerical records comply with the requirements of ESF.
7. Such other responsibilities which are appropriate to the grade of the pos



Knowledge & Qualifications



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Essential:

Knowledge

- Barriers to employment
- Local labour market
- Out of work benefits
- EU funding

Experience

- Engaging unemployed and/or economically inactive people onto provision
- Delivering interventions to help people into work
- Caseload management
- Working to job start and progression targets
- Multi agency working

Qualifications

- NVQ Level 4 Information Advice & Guidance or prepared to work towards

Desirable:

Knowledge

- ESF

Experience

- Training/coaching/ facilitating
- Delivering European Social Fund employment support provision
- Supporting people with protected characteristics



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences