



Job profile

Wise Steps Job Coach

Grade G

Group: Economy, Innovation and Growth

Service: Business Employment and Skills

Location: Civic Centre

Line Manager: Employment Services Manager

Car User Status: Casual

Job Purpose

To provide high quality support, guidance and mentoring to people experiencing multiple barriers to work. Work in a collaborative way to help people move closer to and into work and achieve progression in the person's personal journey.

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. Sourcing suitable participants onto provision through establishing relationships with partner and community organisations
2. Developing and maintaining working relationships with key stakeholders including Jobcentre Plus, Local Authority services and specialist providers
3. Conducting individual diagnostic assessments to identify barriers to work and developing SMART action plans with clear goals and measures to overcome these barriers
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 meet contractual obligations.
6. Job brokerage and matching to local labour market opportunities.





7. Ensuring electronic and clerical records meet compliance and contractual requirements.
8. Such other responsibilities which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

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

Experience

- Sourcing and retaining suitable participants onto provision
- Working to job start and/or job outcome targets
- Delivering interventions to help unemployed people into work
- Case management and the ability to broker support with external agencies

Qualifications

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

Desirable:

Knowledge

- National and regional welfare to work and skills provision
- Jobcentre Plus conditionality
- Local knowledge of support and development agencies within Gateshead

Experience

- Training/coaching/ facilitating
- Operating within a commercial and/or payment by results environment



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