



Fusion.



**COMMUNITY
FUND**



Job description

Job title:	Job Coach - Building Better Opportunities (BBO)
Hours:	37
Salary:	£25,230
Responsible to:	Operations Manager
Responsible for:	None
Place of Work:	A Worcester Community Trust community hub (tbc) and mobile/remote working

Role Introduction

Worcester Community Trust is delighted to be a key partner in an innovative Worcestershire consortium who has been successful in securing additional funding from the European Social Fund and The National Lottery Community Fund to continue delivery of the Building Better Opportunities (BBO) programme across the County.

Worcestershire's Building Better Opportunities project has been shaped by the Worcestershire Local Enterprise Partnership, and the National Lottery Community Fund is matching funds from the European Social Fund (ESF) 2014-2022 to invest in local projects tackling the root causes of poverty, promoting social inclusion and driving local jobs and growth. The project is currently in its fifth year and has recently received notification of a contract extension due to its success to date.

The role will contribute to the development and delivery of the BBO Project. This includes working to agreed BBO programme management and reporting targets and achieving BBO outcomes and results. The BBO project aims to promote social inclusion and combat poverty through providing support to those who are economically inactive or unemployed. The project is led by the Vestia Community Trust working with partners across Worcestershire.

Purpose of the job

To provide an individual support service to referred participants of the project on how to access work, education, or training.

To successfully manage a caseload of up to but not limited to 25 participants to ensure positive outcomes for individuals.

Main duties and responsibilities

1. Provide face to face employability support to participants referred to the service to ensure appropriate and effective activity to enter education, training or employment is undertaken by the participant according to their level of job readiness.
2. Identify barriers to employment and assist participants with job readiness skills, job search strategies, CV building and preparing for job interviews.
3. Assess the need for assistance such as further vocational training or learning and refer participants to the appropriate services/providers and partners with specific specialisms.
4. Assist participants to access individual grants to enable them to achieve the project outcomes.
5. Receive and manage referrals from the BBO Project Manager, ensuring all referrals are contacted in the agreed timescales.
6. Collect job market information for participants regarding job openings, entry and skills requirements and other occupational information which will assist participants in seeking employment.
7. Keep up to date with legislation and best practice on employment advice, welfare benefits and financial inclusion.
8. Publicise to participants information and guidance on changes in welfare benefits and employment support.
9. Maintain and develop relationships with other Job Coaches and key partners of the BBO project.
10. Ensure positive working relationships are maintained to enable participants to take advantage of these services, including liaising with local, statutory and voluntary agencies and community groups.
11. Collect core participant profile information and relevant data and information as required under BBO agreements.
12. Produce statistical reports, case studies and data, as required, relating to the provision of BBO project outcomes including maintaining IT files and financial documentation as required by the BBO project to ensure the participant's employment/training journey is fully documented for reporting purposes.
13. Ensure monthly and quarterly figures are reported in agreed timeframe to facilitate agreed reporting timetable to BBO Project Management.
14. Adhere to our customer service standards so all participants are provided with the appropriate standard of service that maximises their chances of securing sustainable employment and or training opportunities.

Other responsibilities

1. Help to identify your own training needs and participate in training where requested to do so
2. Ensure that all financial guidelines and procedures are understood and adhered to as appropriate
3. Act as an advocate for WCT and work closely with partners organisations
4. Observe the WCT code of conduct and policies and procedures
5. Act as a good role model and champion best practice at all times
6. Ensure that you take positive actions to safeguard children, young people and vulnerable adults you come into contact with, and follow correct WCT policies and procedures around safeguarding appropriate to your level of post
7. Actively recruit and mentor volunteers to support service delivery
8. To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job

This post is subject to an enhanced criminal record check under the arrangements established by the Disclosure and Barring Services

**WORCESTER COMMUNITY TRUST
PERSON SPECIFICATION**

Post title:

BBO Job Coach

Skills and Abilities:

- Written and spoken communication skills that allow you to inform and advise others clearly
- Interpersonal skills that enable you to work with people at all levels, motivate others and change people's attitudes when necessary
- Initiative and the ability to offer new ideas
- Grasp new areas of responsibility quickly, and be open to new ideas
- Problem-solving and negotiation skills
- Organisational and planning skills to manage your time and to meet deadlines and objectives
- Good time-keeping skills to enable you to effectively manage training programmes
- Personal commitment to improving your own knowledge and skills

Qualifications:

- Information, Advice & Guidance (IAG) qualification Level 4, or a willingness to work towards this – **Essential**
- Adult Learning Qualification – **Desirable**
- Assessor Award (A1 or equivalent) – **Desirable**

Experience:

- Experience of delivering to a diversity of participants, with varying learning needs / levels
- Experience of developing employment services
- Experience of gathering financial and non-financial data for a range of purposes e.g. participant files / progression, monitoring, report to senior managers etc.
- Experience of administration for funded training contracts (Lottery, SFA, ESF)
- Experience of assessing learners work and programmes
- Experience of quality standards e.g. Matrix
- Experience of engaging with entry to employment customers
- Experience of operating within organisational policies and procedures
- Experience of keeping manual and computerised records – external contract administration, training records, learner files etc.
- Experience of using information technology systems. (Data Bases, Microsoft Office Suite, etc.)
- Maintain occupational and professional competence

Personal:

- A commitment to equal opportunities towards staff and participants
- A commitment to achieve through delivering a quality service for our stakeholders
- Self - motivated, flexible, adaptable and able to work under pressure