

Reports to: Bradford Operations Manager	Responsible for: Employment Coaches
Date: August 2024	Salary band: £26,000 per annum, 35 hour per week contract
Location: Yorkshire & Humber, Bradford Office	Contract: Fixed Term Contact until 31 st March 2025 (Extension dependent on continued funding)

Role and Responsibilities

The role requires a balance of team leadership and direct engagement with participants.

Responsible for leading and managing a team of Employment Coaches and ensuring the successful delivery of employment services in line with contractual obligations. Line management of Employment Coaches is a key area of responsibility, along with overseeing workload across the team effectively and efficiently. You will be responsible for establishing and maintaining effective relationships with key partners to ensure effective collaboration, notably SkillsHouse.

In addition, you will be responsible for supporting a caseload of unemployed jobseekers (predominantly young people aged 18-25yrs) on and through their individual pathway to find and sustain employment. Through working within communities, build and maintain trusted relationships with participants to deliver a holistic and personalised support service through the resources of the network of organisations within the SkillsHouse partnership.

Key Tasks

Operational Management

- Lead a team of employment coaches, ensuring high-quality service delivery.
- Oversee and manage team workloads efficiently and effectively.
- Line management, supporting, and developing Employment Coaches to maximize their effectiveness. Including people-management issues as and when they arise, such as 121's, appraisals, staff, welfare issues (return to work interviews etc), holiday etc
- Lead and enable employment coaches to deliver high-quality provision to support clients into employment
- Observe provision, periodically, to ensure quality of delivery and best practice is being followed.
- Ensure data collection and measurement tools are in place and being used effectively and report on employment coach delivery.
- Prepare project plans for delivery, ensuring that appropriate recording/ evaluation methodologies are utilised
- Maintain strong relationships with key contacts within partner organisations
- Ensure that all activity is risk-assessed and compliant with Brathay's safeguarding, health & safety and GDPR policies and procedures.
- Promote effective collaboration across the network of organisations within the SkillsHouse partnership.

Programme Delivery

- Engage, build trust, and maintain effective rapport with a caseload of up to 100 participants per year in and through their pathway
- To undertake community outreach and engagement work and activity to engage participants
- To promote and work as part of a multi-agency localities team to ensure the effective delivery of employability, training, and specialised support to participants
- To conduct in-depth initial diagnostic assessments with all participants to identify and determine individual needs and barriers
- Co-ordinate a wraparound specialist and employment support package through referrals to partner organisations
- Lead and facilitate high-quality programmes
- Access current local and national information and guidance to inform programme content
- Build and maintain strong relationships with key contacts within partner organisations
- Support unemployed jobseekers throughout their journey to finding and sustaining employment.
- Engage with communities to build trusted relationships with participants.
- Deliver holistic and personalised support services.
- Establish and maintain relationships with participants, including supporting them to engage in wider community activities and signposting them on to other local services relevant to their need
- Ensure that all activity is risk-assessed and compliant with Brathay's safeguarding and health & safety and GDPR policies and procedures

Quality and Monitoring

- Achieve key performance indicators targets including quality assurance, equal opportunities and diversity, participant engagement, retention, training and qualification achievements, participants feedback, progression and positive outcomes
- Liaise with key professionals to share information and ensure integrated support for programme participants
- Ensure that monitoring and evaluation information is accurate and kept up to date in line with current systems, taking the lead on any development required to reporting for the team
- Ensure other essential data is recorded and reported in a timely manner e.g. action plans, consent forms, referral forms, etc.
- Ensure quality of service provision by sharing good practice with the team and undertaking relevant training
- Contribute to project reporting as required
- Represent Brathay at internal and external meetings

Miscellaneous

In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.

Skills and Experience:

Essential

- Demonstrable experience of line management and working with teams which work efficiently and effectively to a high standard
- Demonstrable experience of performance monitoring, both for individual staff and at team level, in line with organisation or contractual obligations and outputs (KPI's)
- Experience providing support to young people and working to support into training and employment
- Practical understanding of contemporary issues relating to unemployment for young people
- Practical experience of delivering interventions that support young people (18-25+yrs) into and sustaining employment
- Experience of programme design and evaluation against set outcomes
- Ability to report clearly and effectively against project outcomes
- Able to be creative, generate new ideas and adopt unconventional approaches
- Self-motivated and able to work unsupervised
- Have a problem-solving approach
- Enthusiastic and highly motivated
- Good planning and organisational skills and the ability to manage multiple priorities
- Ability to communicate clearly both verbally and in writing
- Ability to engage with participants in group and one to one settings
- Able to evidence understanding of good practice when working with unemployed young people
- Practical experience of identifying and reporting safeguarding concerns
- Ability to work in partnership to deliver best practise for participants and meet project outcomes
- Computer literate, and confident user of email, word processing and spreadsheets, preferably MS Office

Desirable

- Significant knowledge of safeguarding practice

Education and Qualifications:

Essential

- A relevant Level 3 qualification and/or equivalent experience
- Full clean driving licence and access to a vehicle
- First Aid Qualification or willingness to work towards

Desirable

- Professional qualification as a children's workforce practitioner, employment coach or related field (e.g. qualified teacher, youth worker, social worker or healthcare practitioner)
- PCV/D1 driving licence

Limits of Authority

Limits of financial authority are set out in the following documents, all of which are available on the intranet:

- Scheme of Delegation Detailed
- Scheme of Delegation - Matters Reserved for the Board
- Expenditure authorisation

Other Essential

- **Safeguarding & Safer Recruitment:** adheres to the safeguarding of children and young people and agrees to mandatory checks being carried out with the Disclosure and Barring Service at the appropriate level for their role. Roles which include a regulated activity are exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands, final warnings, or bind overs, including those regarded as 'spent', should be declared unless otherwise "protected" from disclosure under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).
- **Mission, Legal Responsibilities and Policies:** participates in the development of, and adheres to, the Trust's mission and values, plan, practice, and agreed policies.
- **Health & Safety:** adheres to Brathay's Health & Safety policy and procedures and any other statutory H&S requirements.
- **GDPR and Cyber Security:** adheres to Brathay's policies and guidance, as well as other recommended and statutory requirements.
- **Equal Opportunities etc:** adheres to Brathay's Equality & Diversity policy, Safeguarding policy and any other policies that may be in force from time to time.
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, holidays etc. [Specifically in this role, the jobholder will need to be flexible with regard to occasional travel, evenings and weekends]
- **Team-working:** co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time.

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.