



## Sixteen Co-operative Ltd

Job Coach

Job Pack

February 2022

### Introduction

Sixteen is a social enterprise based in Bristol. Our team of job coaches and employment support workers support people with a learning disability, autism or other disadvantages to find employment. We follow evidence based supported employment practices and processes to achieve the best results for the people we support.

We are responsible for delivering a number of programmes and contracts across the area and work with partnership with disabled people themselves, their families, educators and other health and social care professionals.

We believe everyone can work given the right support and are keen to find individuals who share our interest and enthusiasm for supporting adults with learning disabilities and autism to find and keep jobs.

In recent years, the demand for our support services has increased significantly and, as we expand operations and look forward to further growth, it is apparent that an additional member of staff is needed to help us navigate this process. This is an

important time for our organisation and the team is about to enter a new era of developing new programmes to provide a robust and innovative service to the city of Bristol and beyond.

## The role

This is an interesting and varied role, providing job coaching support to both job seekers and employers. The job coach will key work a job seeker from the start of the supported employment process to the time when the job seeker has successfully embedded into the workplace and is independently completing their job.

Due to the depth and intensity of our work, commitment to both the job seeker and the employer is needed for this position. The tasks cover a wide spectrum of activities:

- Discovery
- Vocational profiling
- Job searching
- On-job coaching
- Employer engagement
- Family liaising
- Mediation
- Interview support
- Retention support
- Delivery of training programmes (on-line and face to face)
- Access to work

## Other information

Due to the nature of our work and the Government decision to include employment advisors and job coaches in the list of priority working supporting vulnerable people, Sixteen requires all new members of staff to provide proof of vaccination against Covid-19, unless a valid reason prohibiting vaccination can be shown.

## Job description - Job Coach

Job Title:	Job Coach
Accountable to:	Locality Manager
Responsible For:	
Salary:	£21,003.84 pro rata
Location:	Bristol
Hours:	35 hours
Contract:	Permanent

## Job purpose

Under the general supervision of the locality manager and as part of a supported employment service, the job coach will:

1. Demonstrate, mentor and model best practice job coaching.
2. Provide support to individual service users, enabling them to secure and maintain employment and to maximise their independence, competence and integration in the workplace.
3. Deliver excellence in all aspects of job coaching, ensuring effective vocational profiling and discovery, employment planning and employer engagement.
4. Participate in a range of contracts and programmes working with a range of education, social care and health partners.
5. Contribute actively to the smooth-running and development of the cooperative.

## Main duties and responsibilities

6. Provide intensive 1:1 support in all aspects of employment support.

7. Work with a caseload of individual young people and adults to identify and support their aspirations for future employment.
8. Prepare and deliver an employment support plan to the individual and their employers, that is in line with the client's wishes and employer needs as highlighted through vocational profiling / discovery, planning meetings, employer discovery and negotiations, workplace analysis, job analysis & task analysis.
9. Provide support to a service user to enable them to visit worksites, travel to and from work, perform job tasks, use worksite facilities, take part in work related social activities, attend meetings, training or interviews related to their employment needs.
10. Provide on-the-job training to service users in integrated work settings and/or support to co-workers to become competent and independent.
11. Carry out and learn each job prior to designing training programmes and pacing the client.
12. Accurately produce regular activity logs and updates in line with company reporting structures.
13. Acquire or complete risk assessments where appropriate.
14. Carry out detailed job matching of service users and placements.
15. Understand the concerns of the individual, carers and employers, facilitating understanding and communication on an ongoing basis.
16. Use Systematic Instruction to ensure a planned approach to support the maximum participation of the supported employee in job and job-related tasks. Continually seek ways to increase the individual's independence and competence in job and job-related tasks.
17. Identify, wherever possible, strategies for fading, use of natural and other supports, accommodations or aids and adaptations to minimise reliance on the job coach.
18. Analyse and use, if appropriate, company training opportunities and the support of the workers according to individual need.

## General

1. Provide, as part of a wider team process, a level of flexibility in order to respond quickly to employers and job seeker need.

2. Be willing to undertake occasional weekend, early morning, evening and night-time work.
3. Possess a current driving licence and have access to transport or demonstrate how they will be effective in working with individual service users in their places of work anywhere across the whole of the Bristol area.
4. To maintain a standard of dress that is appropriate to the role and that is in accordance with the organisation's dress policy.
5. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Sixteen's confidentiality policy for all staff.
6. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
7. To take all reasonable care of the health and safety of her/himself and of other persons who may be affected by her/his acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with. To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
8. To work at any other location, as and when required.
9. To undertake any other duties which are consistent with the post.
10. Support the development of the co-op when working with other job coaches in sharing support etc. to ensure clarity with regards to style of support to be provided ensuring consistency of approach to the individual and employer.
11. This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

## Person specification - Job Coach

Criteria		Essential	Desirable
Experience	Experience of working in a wide variety of work settings and job roles	E	
	Experience of work and successfully dealing with employers	E	
	Experience of recruitment and/or training	E	
	Minimum of two years' experience working as a job coach or in a similar position	E	
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	Experience of risk assessments		D
	Experience of working with people with learning disabilities		D
	Experience of working in a catering environment		D
Education and training	A good level of education and understanding of employment issues	E	
	Training in Systematic Instruction		D
	Other Job Coaching and supported employment training		D
	Health and Safety at work		D

Knowledge and skills	<p>Self-organisation and self-motivation</p> <p>Able to use personal initiative within a structured framework</p> <p>Good negotiation skills</p>	<p>E</p> <p>E</p> <p>E</p>	
	<p>Ability to communicate effectively with users of the service</p> <p>Able to use standard office IT programmes</p> <p>Ability to communicate effectively both orally and in writing, with other staff, clients, employers and other professionals</p> <p>Basic knowledge of welfare benefits</p> <p>Clean driving licence and access to car</p> <p>Basic knowledge of Health &amp; Safety at Work Act</p>	<p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p> <p>D</p>

Personal circumstances and attributes	Ability to show empathy and understanding towards clients	E	
	Ability to promote and work towards increasing independence amongst the user group	E	
	Ability to meet the physical requirement of the job	E	
	Ability to keep records	E	
	Willingness to undertake all relevant training	E	
	Ability to work under pressure	E	
	Ability to work flexibly Understanding/awareness of Equal Opportunities	E	

Access to a computer will be a distinct advantage