



Sixteen¹⁶

Sixteen Co-operative Ltd

Operations Co-ordinator

Job Pack

July 2020

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 senior member of staff is needed to help us navigate this process. This is an important time for our organisation and the community 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

Reporting directly to the Locality Manager, we are looking for someone with the drive and ambition to directly lead and develop this piece of work as well as assisting in the general management of the company. This will be about developing new systems and resources and responding to opportunities. On a day-to-day basis, the Operations Co-ordinator will have responsibility for the co-ordination, supervision and monitoring of all community team members, engage with employers and deputise for the Locality Manager when needed. It is also an expectation that all members of staff provide job coaching and in-work support as required.

The successful applicant will need to be able to liaise with wide range of stakeholders and, with appropriate IT skills, develop monitoring and work systems to allow Sixteen to track and improve the quality and impact of its services. They will need a good knowledge of evidence based supported employment and be familiar with the theory, values and practice that underpin Training in Systematic Instruction as they will (along with the Locality Manager) will have responsibility for the continuing professional development of the whole team.

We hope from this description you will see that this post is not an administrator's or senior job coach's post. The post will very much be an integral part of Sixteen's future plans.

Job Description - Operations Co-ordinator

Job Title:	Operations Co-ordinator
Accountable to:	Locality Manager
Responsible For:	Senior Job Coaches, Job Coaches
Salary:	£25,200.00
Location:	Bristol area
Hours:	37.5 pw
Contract:	Permanent

Main duties and responsibilities

1. To support the Locality Manager and Directors in the development, planning and management of Sixteen Co-operative Ltd across all programmes.
2. In agreement with the Locality Manager and Directors, to lead the development and delivery of specific new programmes and to ensure an infrastructure of support is available to enable the organisation to meet its contractual obligations.
3. To contribute to the development and implementation of quality assurance and service improvement processes and the monitoring of programme impact.
4. To support the Locality Manager to oversee the development and implementation of a robust safeguarding process including all DBS checking
5. To contribute to the HR management of the organisation along with the Locality Manager and Directors.
6. To contribute to the risk management of the organisation along with the Locality Manager and Directors.
7. To seek and secure ongoing funding including access to work to improve the effectiveness of the organisation and to prepare reports for commissioners.
8. Support the organisation to take referrals of people who have a learning disability and/or autism and assess their preferences, levels of ability and support needs with regard to work experience and employment.
9. To assist with the development of appropriate IT and digital processes and emerging digital strategy
10. Where appropriate and in agreement with the Locality Manager,
 - Prepare and deliver an employment support plan to the individuals their internship managers and/or employers, that is in line with the client's wishes and employer needs as highlighted through Vocational Profiling/Discovery, Planning Meeting, Employer Discovery & Negotiations, Workplace Analysis, Job Analysis & Task Analysis.
 - Carry out detailed job analysis of potential job placements.
 - Acquire or complete risk assessments where appropriate.

- Carry out detailed job matching of service users and placements.
 - Understand the concerns of the individual, carers and employers, facilitating understanding and communication on an ongoing basis.
 - Use Systematic Instruction to ensure a planned approach to support maximum participation of the supported intern and/or employee in job and job related tasks. Continually seek ways to increase the individual's independence and competence in job and job-related tasks.
 - Identify, wherever possible, strategies for fading, use of natural and other supports, accommodations or aids and adaptations to minimise reliance on the job coach.
 - To analyse and use, if appropriate, company training opportunities and the support of the workers according to individual needs.
 - To provide on-the-job training to service users in integrated work settings and/or support to co-workers to become competent and independent, carry out and learn each job prior to designing training programmes and pacing the client.
11. Support the development of Sixteen when working with colleagues to ensure clarity with regards to style of education and a community based employment support to be provided ensuring consistency of approach to the individual and the employer.

General

1. To contribute to the management of the organisation along with Locality Manager and directors.
2. To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.
3. To maintain confidentiality at all times and to ensure respect for, proper observance of GDPR and adherence to Sixteen's confidentiality policy for all staff.
4. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
5. 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 Locality Manager either serious risks or your concerns over safety issues.
6. To work at any other location, as and when required.
7. To undertake any other duties which are consistent with the post.
8. 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 – Operations Co-ordinator

Criteria	Essential	Desirable
Experience	<p>Senior managerial experience</p> <p>Experience of managing staff</p> <p>Experience of work and successfully dealing with employers</p> <p>Experience of risk assessments</p> <p>Experience of working with people with learning disabilities</p> <p>Experience of providing job coaching support</p> <p>Experience of developing new projects</p> <p>Experience of project management</p>	<p>Experience of managing a team of job coaches</p> <p>Financial management experience</p> <p>Experience of management of a social enterprise at senior level.</p>
Qualifications	<p>Training in Systematic Instruction</p> <p>Working with employers training</p>	Project management
Knowledge and skills	<p>Good knowledge of the supported employment sector</p> <p>Excellent organisational skills</p> <p>Good knowledge of IT systems</p> <p>Ability to develop and assess new systems</p> <p>Good negotiation skills</p> <p>Ability to communicate effectively with users of the service</p> <p>Ability to communicate effectively both orally and in</p>	

	<p>writing, with other staff, clients, employers and other professionals</p> <p>Basic knowledge of welfare benefits</p> <p>Basic knowledge of Health & Safety at Work Act</p> <p>Understanding and awareness of Equal Opportunities</p>	
<p>Personal circumstances and attributes</p>	<p>Ability to show empathy and understanding towards clients</p> <p>Ability to promote and work towards increasing independence amongst the user group</p> <p>Ability to keep records and operate administrative tasks</p> <p>Willingness to undertake all relevant training</p> <p>Ability to be self-motivated and use personal initiative within a structured framework</p> <p>Ability to work under pressure</p> <p>Ability to work flexibly</p> <p>Clean driving licence and access to a car</p>	

Access to a computer and home wifi is a distinct advantage

