



JOB DESCRIPTION

Post Title: BBO2 Job Coach Section: Youth and Community

Salary Grade: £25483 Hours: 40

Responsible to: Head of Children Youth and Families

Purpose of Job:

Worcestershire YMCA is a key partner in an innovative Worcestershire consortium.

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) 2014-2020 to invest in local projects tackling the root causes of poverty, promoting social inclusion and driving local jobs and growth.

The purpose of the job is to support young people into education, employment and training especially those who are vulnerable.

Organisation Context

Worcestershire YMCA is a Christian charity committed to supporting all young people, particularly in times of need. We are part of a worldwide Christian Movement, whose vision is to enable people to live, learn and share to build a brighter future in mind, body and spirit. We are a registered social landlord providing housing and supported services to young people and a range of community and other services at a variety of locations.

Reporting Relationships to Other Posts

The post holder will report to the Youth and Community Manager

Responsibilities

The role will contribute to the development and delivery of 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 Worcestershire YMCA and other partners across Worcestershire.

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 and families.

Customer Care

1. To promote and safeguard the welfare of BBO participants and ensure appropriate professional boundaries are set and maintained
2. To co-ordinate and manage learner caseload to ensure each participant is progressing and their needs are fully recognised and they receive appropriate advice, guidance, support and opportunities to achieve their full potential

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

3. To create an open, caring but structured environment where participants work toward creating their own solutions
4. To ensure success of participants is recognised

Service Development & Quality

1. Develop and deliver employment support services – ensuring they are aligned to BBO objectives.
2. Contribute to creating an environment of continuous improvement, putting in place mechanisms to monitor outcomes; and learning from best practise to implement better practice
3. Contribute to managing accurate participant records via the BBO management information system to identify and implement improvements
4. To support the Youth and Community Manager to identify and manage risks to the service area
5. To collate and process benchmarking information and produce relevant reports on performance against BBO operating plan.
6. To track and record participant progress in line with contract needs
7. To ensure high quality of delivery for all employment services
8. To promote Worcestershire YMCA training services to key stakeholders though meetings, press, publicity and events.
9. To help secure external contracts and funding to develop the service
10. To develop partnerships that support participant's journey into employment.

Personal

1. To maintain qualifications & knowledge through Continued Professional development
2. To carry out any other duties and responsibilities within the scope of this post which may be allocated from time to time.


Confidentially

1. As appropriate and to agreed standards, to protect the confidentiality of information held by Worcestershire YMCA and Vestia.

Other Duties

1. To work in a flexible manner to meet the needs of the service. This could encompass some early mornings, evening and occasional weekend work.
2. To undertake personal development and training as required.
3. Demonstrate an understanding and commitment to ensuring the service meets the needs of all learners

Special Conditions of Employment

- You may be required to work some early mornings, evening and occasional weekend work.
 - Such work up to 10.00 p.m. will be part of their normal working hours.
 - Full driving license, with use of vehicle
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- Enhanced DBS

The Post-holder will be working according to the policies and procedures of Worcestershire YMCA.

Any Special Allowances and/or Additional Emoluments

No Job description can be exhaustive and there may be additional task appropriate to this grade that will be required.

PERSON SPECIFICATION

Post title: 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 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.)
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- Maintain occupational and professional competence.

Personal:

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

