



Job Title: Personal Coach

Reporting to: Employment & Skills Manager

Place of Work: Home working with travel to various locations within Newcastle Under Lyme and Stoke on Trent when appropriate

Role Overview:

To provide Tailored, personalised support to Connecting Choices Participants who are furthest from the Labour market, working intensively with individuals, offering exceptional levels of advice, guidance and practical support to overcome barriers and move towards and into sustainable volunteering, education, training or employment.

Principle Accountabilities:

- Caseload management, mentoring and coaching of participants, supporting them throughout their journey.
- Delivering employability skills and careers guidance to develop realistic job goals.
- CV creation/tailoring and advising participants around employer expectations.
- Assessing, identifying and addressing barriers to work.
- Coaching in job search, interview techniques and potentially transferable skills.
- Creating action plans and supporting participants to complete them.
- Mentoring and support to build confidence, motivation and life skills.
- Direct delivery of IAG (Information, Advice and Guidance).
- 1:1 training for participant in basic digital skills and benefits advice/support.
- Partnership working to refer/signpost participants to/from support services such as childcare, housing and substance misuse
- Work with private, public and voluntary sector organisations to place participants to build employability skills.
- Proactive job-matching, exploring local employment opportunities, including tasters to inform participants decision-making processes and work trials to showcase skills to employers.
- Responsible for scheduling, arranging and facilitating participant meetings.

- Supporting participants to access accredited training to address skills gaps including Basic Skills, ESOL and vocational training through existing provision such as ACL or via the Discretionary Fund.
- Be responsible for timely and accurate data entry on to relevant external and internal systems.
- Supporting participants to develop financial management skills, understand and access credit, complete Better Off Calculations to ascertain viable hours/earnings and Universal Credit conditionality thresholds, making referrals where appropriate to approved debt counselling services.
- Where appropriate support participants to secure and sustain housing, address tenancy issues, provide advocacy with local housing providers and access to specialist advice.
- Supporting participants to access ESOL training, peer mentors, translators and culturally sensitive activities, including where appropriate, linking in with local BAME-focused organisations.
- Supporting participants who go into employment, volunteering or training to help them settle in and where appropriate address any employer concerns with participants if required.
- Peripatetic work with participants where necessary to ensure they engage with the project.

General Responsibilities:

- To work within the Ixion and Lottery Guidance.
- Understand and be committed to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times.
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying, Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times
- Ensure individual expertise and subject area knowledge is up to date through Continuous Personal Development, including sharing good practice, engaging with training and acquiring / maintaining any individual qualifications required for the role.
- Work flexibly in the field as and when directed by line manager.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

Core Competencies

- Self management – manage workload effectively
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders.
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs.

Attitudes & Behaviours

- Represent the organisation in a professional manner on all occasions.
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and with externally.