



SOUTHMEAD DEVELOPMENT TRUST

Job Description

Post: Job Coach and Employment Mentor

Job Purpose: West of England Works is a programme to move forward the long term unemployed who face multiple barriers to work, education or training such as mental health and physical health issues, addiction recovery, and homelessness. The role is to support participants, guiding them toward positive progressions into employment, education or training. To do this, the role will support participants through an innovative, individualised and person-centred programme to help remove a range of barriers, including liaising and linking up with support services in the area.

Responsible to: West of England Works Manager

Salary: £25-26.5k depending on experience

Hours: Full time (37 hours per week) or part time, hours negotiable. Please state your preference on your application

This role is funded by the National Lottery Community Fund and the European Social Fund and is for the West of England Works project.

Roles and Responsibilities:

- Work with individuals in 1:1 and in groups to identify their needs and their barriers to employment, education and training.
- Facilitate a joined-up approach, delivering a person-centred, individualised programme which brings in support and bespoke services as required.
- Develop relationships with employers and negotiate pathways into work, training or placements.

- Develop relationships with bespoke support services and negotiate access to these services for clients.
- Identify and build strong relationships with organisations and individuals who can refer into the service.
- Carry out follow-up work arising from the appointments and keep accurate and confidential case notes
- Empower participants to maximise the control they have over their lives through enabling them to assess their own abilities, identify goals, and take charge of decisions which affect them.
- Keep accurate records relating to the interactions that take place as part of the delivery of the service, contributing to the collection of monitoring information and preparation of progress reports
- Identify employment and training opportunities and support participants to apply and be successful in the recruitment process.
- Follow agreed processes and protocols for storing and transferring information about participants. Ensure that confidentiality is maintained.
- Progress against personalized action plans, reviewing these regularly so there is an emphasis on overall progression, whilst providing solutions to setbacks and challenges
- Assist the team leader to identify ways in which the project can evolve and be embedded to a greater extent across North Bristol

General Duties

- To comply with all Southmead Development Trust's policies and procedures.
- To conduct risk assessments and maintain high standards of health and safety in the workplace.
- Work carried out must accord with current legislation and/or regulations.
- Manage expenses arising from work in line with agreed budgets.
- To maintain a professional attitude and conduct at all times.
- Have a flexible approach to working which will include occasional evenings and weekends.
- To promote health & wellbeing, equality and diversity, and sustainable development.
- To undertake other duties as requested by the trust.

Person Specification

Post Title: Job Coach and Employment Mentor			
	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications	<ul style="list-style-type: none"> • Educated to a minimum of level 3 (E.g. A levels, NVQ3) 	<ul style="list-style-type: none"> • Trained in Motivational Interviewing • Relevant development, training, employment qualification e.g. IAG or AET Level 3 minimum 	Application Form
Experience	<ul style="list-style-type: none"> • Previous experience of working with service users experiencing mental health issues in an employability related setting • Previous experience of working with the client group on a 1-2-1 basis and keeping service users engaged and motivated • Previous experience of balancing a person centered approach in order to meet the needs of clients with the needs of the project to achieve targets • Previous experience providing advice and guidance and empowering people to make informed choices and be pro-active in their own wellbeing • Previous experience creating support plans • Previous experience completing risk assessments • Experience of using motivational and action planning techniques to manage the progression of participants into sustainable work opportunities or education or training • Previous experience supporting people into work, 	<ul style="list-style-type: none"> • Experience of working with National Lottery Community Fund or European Social Fund projects • Experience of project reporting • Marketing and social media • Experience of using 'appreciative enquiry' or other such motivational techniques • Experience identifying suitable work and training opportunities and supporting participants to complete successful CVs, job applications and prepare them for interview • Experience increasing service user numbers and levels of engagement • Experience developing and running 	Application Form Interview

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	ESSENTIAL	DESIRABLE	EVIDENCE
	<p>training and placements</p> <ul style="list-style-type: none"> • Previous experience of meeting targets in a timely manner • Proven track record of working successful with a range of statutory and voluntary partners • Previous experience writing case studies 	<p>group sessions and workshops</p> <ul style="list-style-type: none"> • Experience triaging service users • Experience marketing and using social media • Experience of successful employer engagement 	
Specific Skills/ Knowledge	<ul style="list-style-type: none"> • Excellent attention to very fine detail • Ability to be precise and thorough when filling out paperwork • Ability to give and receive feedback to improve working practices • Experience signposting to external agencies • Excellent communication skills with a variety of partners and stakeholders • Excellent IT skills, including Microsoft packages • Experience supporting people with limited IT skills • Ability to work independently and proactively and to work as a valued member of a team • Excellent organisational skills • Awareness of Health & Safety in the workplace 	<ul style="list-style-type: none"> • Knowledge of Bristol labour market and of work placements, internships or work experience • Experience working with neurodiversity • Experience in applying for Access to Work and helping to facilitate reasonable adjustments • Knowledge of or willingness to learn about benefit system • Previous experience liaising with bodies such as DWP/NHS/Bristol City Council • Understanding of health inequalities and knowledge of community based interventions that support residents to lead healthier and happier lives. • Local knowledge of North Bristol • Comfortable in participating in monthly group supervision 	Application Form Interview

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	ESSENTIAL	DESIRABLE	EVIDENCE
Other	<ul style="list-style-type: none"> • A willingness to undertake any other duties commensurate with the post. • Willingness and ability to work outside normal office hours and across multiple sites. • Ability to work independently and proactively • Ability to work both in person and remotely using a variety of channels and the phone • Passionate about being part of furthering the Employment and Training Team and wider work of Southmead Development Trust 		Interview

