**The Forward Trust Job Description**

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| **Position Title** | Employment Coach (Employment Services) | **Reports to** | Operational Manager/Senior Employment Coach/Team Leader |
| **Location:** Margate | | | |

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| **Introducing Forward Trust** |

We are The Forward Trust the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

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| **Role Overview** |

To coach and prepare learners, clients, job seekers or prisoners for the world of work and a range of job and apprenticeship roles.

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| **Role Responsibilities** |

* Build strong relationships with colleagues in the Directorate
* Accurately identify the needs of the learners/job seekers/participants, to understand their challenges, career ambitions, strengths & development areas, future job roles and/or training opportunities.
* Deliver high quality end-to-end information, advice and guidance to customers / learners on our employability programmes (aligned to the Matrix and Gatsby Standards).
* Induct, assess and ’on-board’ learners / job seekers.
* Promote and develop the mind-set, emotional intelligence qualities, self-confidence and esteem so that the learners/job seekers succeed in the world of work.
* Complete goal focused action plans / ILRs/PLPs/Digital PLPs for all referred learners/clients and provide support and motivation for learners/participants to implement their action plans.
* Coach the learners on a one to one and group basis
* Prepare CVs, cover letter and job/apprenticeship application forms with learners.
* Introduce learners and job seekers to a `strengths based’ recruitment approach to succeeding in job interviews.
* Undertake job search with the learners/participants using relevant web-based software and packages.
* Short-list, pre-select and match/submit learners//participants to job vacancies/work experience opportunities.
* Arrange interviews for learners//participants where appropriate.
* Prepare learners/job seekers to a high standard for interview with employers.
* Engage and maintain regular contact and in work support with learners/job seekers at agreed intervals to ensure they sustain their work experience, job or apprenticeship (as indicated by the contracts)
* Ensure learners demonstrate and sustain progression into apprenticeships and employment.
* Get feedback and act on regular feedback from learners/job seekers and employers.
* Use the relevant case management and performance management system used by ES including any ICT packages.
* Support the delivery of any partner events, job fairs, workshops and seminars that get learners ready for the world of work.
* Ensure contractual compliance is maintained to the highest standard at all times
* Comply with safeguarding/Prevent agenda, Health and Safety and other policies and procedures.
* Work with colleagues to achieve effective performance management, including weekly performance reporting and monthly reviews
* Meet required KPI’s to corresponding deadlines, as set out by the Manager.
* Plan and manage your caseload effectively, making sure that learners/job seekers are prioritised appropriately and seen in a timely manner.

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| **Role Criteria** |

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Knowledge, Skills and Experience** | | |
| Experience of providing high quality CV, job search, interview support to learners/job seekers (ex-offenders, at risk offending, NEET, unemployed) | E | A/I |
| Experience of providing high quality coaching support that ensures learners access employment and apprenticeships | E | A/I |
| Ability to build a learner’s/job seeker’s self-confidence, self-esteem, motivation to help them achieve in the world of work and lasting employment/career development | E | A/I |
| Experience of liaising with employers to arrange interviews and getting feedback on candidates | E | A/I |
| Identifying skills and qualities in a learner to match appropriately with vacancies | E | A/I |
| Progressing learners and job seekers into apprenticeships and employment and sustaining them in these | E | A/I |
| Experience of working in the social enterprise sector | D | A/I |
| Knowledge and understanding of offender services, substance misuse/recovery service | D | A/I |
| Positive, enthusiastic approach to problem solving with a “can do” attitude | E | A/I |
| Good communication skills | E | A/I |
| Gain people's confidence and put them at ease | E | A/I |
| Persuasive, persistent and patient | E | A/I |
| Work well under pressure | E | A/I |
| Excellent organisational and administrative skills | E | A/I |
| Ability to prioritise deadlines and produces accurate reports | E | A/I |
| Excellent all round ICT skills | E | A/I |
| **Personal Attributes** |  |  |
| **Resilience** – Positive, enthusiastic approach to problem solving with a “can do” attitude | E | I |
| **Adaptability** – Can work flexibly and with adaptability | E | I |
| **Qualifications** |  |  |
| IAG Level 4 or Employability Practitioner Level 4 Apprenticeship | E | A |