



## JOB DESCRIPTION

### Job Coach

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

**Our VISION** is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

**Our MISSION** is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

**Our VALUES** underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

**Advocacy:** Challenge exclusion and promote inclusion

**Quality:** Strive for excellence in all aspects of our work

**Dignity:** Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

**Justice:** Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

**Team Work:** Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

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### Job Coach

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|------------------------------------|---|
| <b>Region/Department:</b>          | <b>Signature of Job Holder:</b><br><b>Date:</b>                       |
| <b>Reports To (Title):</b>         | <b>Signature of Manager/Supervisor/Head:</b><br><b>Approved/Date:</b> |
| <b>Cost Centre and Job Number:</b> | <b>Evaluated Grade:</b><br><b>Date:</b>                               |

#### 1. **JOB PURPOSE**

(Explain in two or three sentences the main purpose of the job and why the job exists and how it contributes to the departmental end results)

To support disabled and disadvantaged people to develop employment related and social skills and competencies and to achieve and sustain employment in line with their aspirations.  
To achieve and exceed challenging performance targets in line with funders' expectations.

#### 2. **MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE**

(Indicate the minimum recruitment specification and also the ideal person specification and the preferred minimum qualifications and skills for fully satisfactory job performance and to meet expectations)

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| <b>Formal Education / Training</b><br>Include any specialised education and qualifications needed to do the job.                       | <ul style="list-style-type: none"> <li>▪ Educated to HNC (SCQF Level 7) or equivalent is specified as desirable but relevant experience is of greater weight</li> <li>▪ A full driving licence (E)</li> </ul>  |
| <b>Work Experience</b><br>Clarify the minimum years of total work experience and other relevant work experience required to do the job | <ul style="list-style-type: none"> <li>• Relevant previous experience in working with disabled and/ or disadvantaged people who access service on employment focused programmes that face disadvantages in relation to employment, inclusion and independence. <b>(E)</b></li> <li>• Experience in using motivational, barrier removal and action planning techniques to manage the progression of clients into sustainable work opportunities. <b>(D)</b></li> <li>• Strong track record in delivering job outcome success to disadvantaged groups of clients. <b>(D)</b></li> <li>• Experience of working with employers both in terms of maximizing job opportunities and providing in work support to disadvantaged people who access our services <b>(E)</b></li> <li>• Experience in a multi – agency setting to delivery targeted job outcomes <b>(D)</b></li> <li>• Experience in supporting employers on a 'key account' basis to maintain established networks with a view to maximizing future job opportunities. <b>(D)</b></li> </ul> |

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| <p><b>Skills and Knowledge</b><br/>Include any specialised skills or knowledge needed for the job.</p> | <ul style="list-style-type: none"> <li>▪ IT knowledge (E)</li> <li>▪ Experience with Case Management systems (D)</li> <li>▪ Understanding of the benefits system (E)</li> <li>▪ Able to use motivational interviewing techniques to help service users to identify and understand their needs and aspirations. (E)</li> <li>▪ Ability to build rapport and trust. (E)</li> <li>▪ Ability to develop knowledge and source client opportunities by proactively engaging with employers and community networks. (E)</li> <li>▪ Ability to manage, support and review a caseload to achieve job outcome targets, customer progression and job sustainability (E)</li> <li>▪ Ability to work on own initiative and as part of a team. (E)</li> <li>▪ Knowledge and understanding of employment related issues and service user needs (E)</li> <li>▪ Knowledge of employment law and disability legislation. (E)</li> </ul> |
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### 3. **JOB DUTIES AND RESPONSIBILITIES**

Explain in not more than **eight points** the principal accountabilities that the job must achieve. Each accountability statement should explain what is being done, to what, why it must be done, the targeted performance level and how to achieve it. For example, develop and recommend (WHAT IS DONE) sales and revenue budget (TO WHAT) to meet planned growth (WHY) on annual basis by 1<sup>st</sup> January (TARGET) by understanding the external environment and internal business direction (HOW).

| <b>Job Area</b> (What is done, and to what, and why) |  |
|--|--|
| <b>1.</b>  | Deliver and manage an agreed service user / customer case load as set out in the service specification and in accordance with Momentum’s processes for the contract area to enable the organization to meet its contractual obligations to support a targeted number of people into employment, and sustaining employment for the relevant contractual duration.   |
| <b>2.</b>  | Engage with service users with a range of disabilities and disadvantages to understand their needs and aspirations to support their transition into employment opportunities. This is undertaken using Momentum’s standardized processes relating to assessment, vocational profiling, action planning and in work support mechanisms.   |
| <b>3.</b>  | Develop and maintain positive working relationship with employers to enable job opportunities to be maximized for our service users. This includes utilising: targeted employer visits, employer work tasters, work experience placements, work shadowing, peer mentoring etc.   |
| <b>4.</b>  | Participate in regular manager led staff supervisions and performance reviews to ensure working in collaboration with colleagues from the Momentum Skills delivery team supports the delivery of the required programme /service within the allocated area within agreed timeframes. This involves supporting the delivery of KPIs and delivery team colleagues, and working within a process of continuous improvement,   |
| <b>5.</b>  | Ensure all aspects of contract delivery meet, as a minimum standard, Momentum’s underpinning values and principles. This includes for example: meeting performance targets for community benefit in allocated area, demonstrated commitment to Fair Work and Scottish Business Pledge, promoting inclusion within employer workplaces and commitment to continuous improvement.  |
| <b>6.</b>  | Ensure that quality and safety is at the forefront of service provision through actively working to the established culture of innovation and continuous improvement. This will be measured inter alia, through participation in and compliance with all relevant service evaluation mechanisms applicable within service arrangements and evaluation of regulator assessment reports. This will include: completion of risk assessment for areas of responsibility; compliance with relevant safety statements; and participation in mandatory training requirements. |

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#### 4. **COMMUNICATION AND WORKING RELATIONSHIPS**

(Explain the relationships involved with what type of people and what level of communication skills and explain reasons for communications both within and outside the organization with which this job has to interact)

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| <b>Typical Level of Interaction</b><br><i>Select one only</i>           | <input type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required.<br><input checked="" type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives.<br><input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives. |
| <b>Primary Audience (Internal)</b><br><i>Identify key parties</i>       | <ul style="list-style-type: none"> <li>▪ Delivery / Contract / Service Managers (as lead or subcontractor)</li> <li>▪ Delivery / Contract Managers / Service Managers for other Momentum Community / FSS services</li> <li>▪ Direct delivery, key worker and admin employees across service delivery areas</li> <li>▪ Other delivery partner key worker employees under 'One Team' approach.</li> </ul>  |
| <b>Level of Audience (Internal)</b><br><i>Typical level of audience</i> | <input checked="" type="checkbox"/> Clerical / Operational<br><input checked="" type="checkbox"/> Supervisory / Junior Professional<br><input checked="" type="checkbox"/> Middle Management / Seasoned Professional<br><input type="checkbox"/> Senior / Top Management   |
| <b>Primary Audience (External)</b><br><i>Identify key parties</i>       | <ul style="list-style-type: none"> <li>▪ Wider stakeholders e.g. NHS, Local Authorities, SDS etc</li> <li>▪ Employers</li> <li>▪ Job Centre Plus Work Coaches and DEA's</li> <li>▪ Delivery / Key Worker employees within Third Sector / Community based organisations</li> </ul>  |
| <b>Level of Audience (External)</b><br><i>Typical level of audience</i> | <input checked="" type="checkbox"/> Clerical / Operational<br><input checked="" type="checkbox"/> Supervisory / Junior Professional<br><input checked="" type="checkbox"/> Middle Management / Seasoned Professional<br><input type="checkbox"/> Senior / Top Management   |

#### 5. **KEY DIMENSIONS AND RELATED JOB RESULTS**

(Specify annual dimensions for any financial or budget responsibilities, and the nature and value of any transactions on which the job has an impact or contribution, and the number of employees reporting directly and indirectly to this job, and any other critical relevant dimensions)

- Working together with other delivery partners, employers and stakeholders in the allocated area
- Broad range of clients including disable people, and those furthest away from the labour market – management of up to c. 100 clients per annum, working to KPI targets.

#### 6. **OPERATING ENVIRONMENT**

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(Comment on any specific factors that affect the job and how the job is performed, such as special conditions, travel, work pressure, etc)

This role requires the job holder to:

- Be action oriented; enjoying working hard and seeking challenges with an ability to act and react as required, even in circumstances of limited/incomplete information.
- Be flexible regarding working hours and travel in order to meet the operational needs of the organisation.
- Flexibly adapt to take on other reasonable duties/projects if required
- Travel throughout Scotland on a frequent and UK occasional basis with overnight stays where required. Post holders may be required to utilise their own transport to travel to client / employer locations
- Directly line manage employees who are advising, supervising, giving guidance to and/or teaching vulnerable adults (or on occasions, directly engage in these tasks as and when required)

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## 7. KEY COMPETENCIES

(Select the critical competencies and behaviours that should be demonstrated to achieve fully satisfactory performance)

| <b>A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality</b> |  |
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| <b>Professionalism</b>   | <p>You maintain clear, accurate, factual and up-to-date records.</p> <p>You honour your work commitments and when this is not possible, explain why.</p> <p>You are aware of and understand the boundaries of your role and responsibilities.</p> <p>You know when to ask for help.</p> <p>You work, and support colleagues to work in ways that are consistent with the law, regulation and organisational requirements.</p> <p>You recognise, and demonstrate to colleagues through your practice, the influence your job role and responsibilities may bring and how to use such influence sensitively and responsibly.</p> <p>You demonstrate that you are honest, trustworthy, reliable and dependable and support colleagues to do the same</p> <p>You ensure that you honour your work commitments and support colleagues to do the same.</p> |
| <b>Respect for Others</b>  | <p>You contribute to identifying methods and processes that ensure each individual is valued and respected.</p> <p>You work with individuals, key people and others to identify the cultural heritages, backgrounds, personal experiences and beliefs of individuals.</p> <p>You work with individuals and colleagues to identify aspects of the environment, practice and behaviour that are beneficial to creating an inclusive culture for everyone.</p> <p>You work to ensure that the work environment is positive and supportive and that all staff members operate in a way that promotes the dignity and respect of individuals and their colleagues.</p> <p>You respond appropriately where people are found to be excluded.</p> <p>You provide active support to enable individuals to participate and manage their own lives.</p>         |
| <b>Building Relationships and Communication</b>  | <p>You modify your communication approach to suit the needs of a situation/ audience.</p> <p>You actively listen to the views of others.</p> <p>You liaise with other groups to gain co-operation.</p> <p>You negotiate, where necessary, in order to reach a satisfactory outcome.</p> <p>You maintain a focus on dealing with colleagues and service users in an effective, efficient and respectful manner.</p> <p>You are assertive and professional when dealing with challenging issues.</p> <p>You express yourself in a clear and articulate manner when speaking and in writing.</p>  |
| <b>Judgement and Decision Making</b>   | <p>You effectively deal with a wide range of information sources, investigating all relevant issues.</p> <p>You understand the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc.</p> <p>You identify and understands key issues and trends</p> <p>Correctly extracts &amp; interprets numerical information, conducting accurate numerical calculations</p> <p>Draws accurate conclusions &amp; makes balanced and fair recommendations backed up with evidence</p>   |

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| <p><b>Promoting Choice, Independence, Health and Wellbeing</b></p> | <p>You use services and supports to foster improved well-being, confidence, self-esteem and independence.</p> <p>You are focused on the promotion of well-being and independence and help individuals to regain/retain/maintain independence and control over their lives.</p> <p>You identify and give information, advice and support about health and well-being that is relevant to the needs of the individuals.</p> <p>You review and help individuals to review the services and supports your organisation has provided for them.</p> <p>You encourage and support individuals to examine aspects of their lives and environment that affect their health and well-being and to select positive options to promote their own health and well-being.</p> <p>You support individuals to communicate their views and preferences regarding their current and future health and well-being needs and priorities.</p> |
| <p><b>Management and Delivery of Results</b></p>                   | <p>You take ownership of tasks and are determined to see them through to a satisfactory conclusion.</p> <p>You are logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation.</p> <p>You constructively challenge existing approaches to improve efficient customer service delivery.</p> <p>You accurately estimate time parameters for project, making contingencies to overcome obstacles.</p> <p>You minimise errors, reviewing learning and ensuring remedies are in place.</p> <p>You maximise the input of own team in ensuring effective delivery of results.</p> <p>You ensure that proper service delivery procedures/protocols/reviews are in place and implemented.</p>   |

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