

Post title: Job Coach - Glasgow Momentum Programme

Reporting to: Contract Manager

Location: Glasgow West with potential for occasional travel out with these bases

Salary: £24,169.08 (36.5hrs p.w)

Purpose: To support disabled people to develop employment related and social skills and competences and to achieve and sustain employment in line with their aspirations. To achieve and exceed challenging performance targets in line with funder's expectations.

The role: The role involves delivering person-centred services to support personal and employability-related skills development. As well as having a caseload of clients, the post holder will deliver group sessions, undertake initial assessments, inductions and progress reviews, manage and support work experience placements and assess for work readiness. The post holder will also be responsible for all database recording of client participation, progress and outcomes on appropriate electronic records system (PICS) in line with documented project procedures. The post holder will source work experience opportunities and job vacancies and match them to clients, prepare client CVs for specific job applications, support clients to apply for specific posts, prepare clients for specific job interviews and provide in-work support and aftercare to both clients and employers. Where required, the post holder will provide on-site job training and support and facilitate workplace adaptations.

The post holder will establish long term relationships with employers in order to provide sources of appropriate work experience and job vacancies to meet Momentum's client group needs. The post holder will proactively source opportunities with local employers, fully understand employer requirements and provide appropriate candidates for interview. The role also involves supporting clients to apply for vacancies in the public domain where appropriate.

The post holder will work closely with the Employment Development Worker and also have employer relationships which are effectively managed across the Glasgow Momentum Programme.

The post holder will also engage proactively with PR and marketing activities and contribute to the development and implementation of a company-wide employer engagement strategy.

The post holder will participate in obtaining and responding to employer and client feedback and contribute to service review and development.

The post holder will have a good understanding of the contract requirements, experience of addressing barriers to work, the ability to liaise effectively with employers and colleagues, good knowledge of the local labour market, a customer focused approach to employer relationships and familiarity with the qualification and skills expectations of employers across a range of employment sectors. Strong administrative, database and IT skills and familiarity with internal and external quality assurance and compliance requirements are also expected.

Key performance indicators will be established for this post in line with contract and individually specified targets and are likely to include:

- Number of job outcomes
- Number of progressions to unsupported employment
- Number of sustained job outcomes
- Number of work placements started
- Conversion rate of clients supported to job outcomes
- Number of appropriate job vacancies secured
- Number of clients achieving success at interviews

Where the operational needs of the project or organisation require, potholders may be asked to undertake duties out with this role in order to ensure service provision to clients. Duties may include nomination as health and safety / fire officer, first aider or other premises-based responsibilities.

Skills/Core Competencies: (E) – Essential (D) - Desirable

#### **Experience**

- Relevant previous experience in working with clients on employment focused programmes that face disadvantages in relation to employment, inclusion and independence. **(E)**
- Knowledge and understanding of employment related issues and service user needs for all client groups. **(E)**
- Knowledge of employment law and disability legislation. **(E)**
- Experience in using motivational, barrier removal and action planning techniques to manage the progression of clients into sustainable work opportunities. **(D)**
- Strong track record in delivering job outcome success to disadvantaged groups of clients. **(D)**

#### **Knowledge**

- IT knowledge or a willingness and aptitude to learn. (E)
- In depth understanding of the benefit system and conducting Better Off in Work calculations. (D)

#### **Skills**

- Able to use motivational interviewing techniques to help clients identify and understand their needs. (E)
- Ability to build rapport and trust. (E)
- Ability to develop knowledge and source client opportunities by proactively engaging with employers and community networks. (E)
- Ability to manage, support and review a caseload to achieve job outcome targets and customer progression. (E)
- Ability to work on own initiative and as part of a team. (E)

#### **Safeguarding**

- Display awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure Scotland PVG check. (E)

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Willing to travel inside the designated work area and occasionally outside for meetings, training etc. with possible overnight stays. (E)
- Interested in Welfare to work and passionate about making a difference to improve peoples' situations. (E)