 **JOB DESCRIPTION**

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| **JOB TITLE**  | Work Coach  |
| **REPORTS TO**  | Community Development Officer (Employability Lead) |
| **LOCATION**  | Working from Employment Hubs as agreed in appointment letter  |
| **SALARY**  | SCP point 19 (£ 32,061) pro rata.  |
| **PENSION**  | Employer contribution of 6%  |
| **ANNUAL LEAVE**  | Based on 25 days per annum pro rata for hours worked  |
| **TERM**  | Fixed term contract to March 31st 2026 |
| **WORKING HOURS**  | 1.33 days per week (10 hours)  |
| **ACCOUNTABILITY**  | To the Board of CAN, usually via the Community Development Officer (Employability Lead) and Chief Executive  |
| **JOB PURPOSE**  |
| CAN’s Rural Employment Hubs offer help to unemployed people, particularly those furthest from work, offering access to the internet to carry out job searches, one to one careers guidance, help with completing CVs and job applications, and support with improving IT skills, as well as peer support and signposting to help with a wide variety of other issues that might prove a barrier to employment. The purpose of the work coach job is to deliver sessions of CAN’s rural employment hubs project at one or more of the hubs as specified in the appointment letter  |
| **MAIN RESPONSIBILITIES**  |
| * Co-ordination of weekly drop-in sessions.
* Provision of 1 to 1 support to beneficiaries of the support group.
* Delivery of training sessions on job search related subjects within the course of the drop-ins as appropriate, providing written lesson plans in accordance with the requirements of the funders.
* Supervision of Project Volunteers.
* Maintenance of attendance and progress records for beneficiaries of the group in accordance with the requirements of the funders using the projects .
* Liaison with partners and other providers offering services of value to beneficiaries.
* Ensuring adherence to relevant CAN policies, in particular Health & Safety, Safeguarding, Confidentiality, Diversity and Data Protection.
* Ensuring project equipment and resources are used and maintained appropriately.
* Keeping appropriate records as required, including with regard to expenditure at weekly sessions.
* Participating in project team meetings.
* Promoting the project as appropriate.
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| **QUALIFICATIONS**  |
| Qualifications in Information, Advice & Guidance, Careers Advice, or Teaching Adults desirable  |
| **KNOWLEDGE, SKILLS AND EXPERIENCE**  |
| **Essential:**  |
| * Experience of providing support and training around job seeking skills (for instance CV writing, interview preparation and techniques, job-search including online using websites such as ‘Find a Job’)
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| * Ability to work sensitively with people experiencing a wide range of issues (for instance mental health issues, long term health conditions, caring responsibilities, debt, housing issues, domestic violence, substance misuse etc.)
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| * Understanding of employment issues in Northumberland’s rural communities
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| * Good IT skills including use of the internet, social media, and Microsoft Office
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| * Ability to keep accurate and comprehensive records in a timely fashion
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| * Understanding of safeguarding, equal opportunities, data protection and health and safety policies relevant to the role
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| * Self-motivated and able to work well in an isolated outreach role
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| * Willingness to participate actively in team meetings
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| **Desirable**  |
| * Experience of supporting beneficiaries resident in North Northumberland
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| * Experience of working in the voluntary sector
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| * Experience of managing and supporting volunteers
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| * Experience of supporting people to open and manage their on-line universal credit account
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| **OTHER**  |
| Travel  | Ability to meet the travel requirements of the role  |
| Flexible Working  | The willingness and ability to work flexibly to provide additional cover at hubs, attend team meetings and events to promote the service when required  |