



Job Description

Employment and Development Coach

20 hours a week over three days (Mon, Tue, Thurs)

Salary £22,500 - £24,500 FTE depending on experience (Pro rata £12,860 - £14,000), with option to include pension.

Accountable to: Centre Manager

Purpose of the role

The Employment and Development Coach is responsible for motivating and supporting service users to effectively engage in activities and opportunities which help them achieve their goals in their journey towards mental, physical and social wellbeing. It is complimentary to and distinct from the Key Worker role, with focus on coaching and support in regard to re-entering society, education and training, volunteering and employment. This includes overcoming problems with benefits and other entitlements. The role involves outreach and community involvement to ensure service users are well prepared and supported to move on from the service with independence and confidence.

Key Responsibilities

Internal

- Work with the key workers to help service users engage in core activities and learn new skills to achieve their recovery goals as identified using a S.M.A.R.T. goals framework.
- Motivate and support the service users in regard to engaging with the wider community through employment, volunteering, education and training, starting new activities
- Support service users to overcoming problems with their benefits and other entitlements. Advocate on their behalf, where appropriate and liaise with relevant agencies
- Agree and develop individual coaching plans in a recovery group setting and to explore at service user's own pace, opportunities for training, volunteering, paid employment, involvement in mainstream activities to be able to move through the service with confidence and independence.
- Ensure service users are 'work ready' providing advice and guidance, teach CV writing and employability skills and encourage a positive attitude to employment
- Accompany service users when appropriate to explore opportunities outside Root and Branch to engage with their local communities

- Create and implement initiatives to encourage participation in activities to improve physical health, activity and wellbeing.
- Keep suitable and accurate records of service user support for monitoring impact and outcomes.
- Provide monthly progress reports to the centre manager and trustees.
- Deputise for the Centre Manager in ensuring the daily operational routines and obligations are met including overseeing health and safety and safeguarding.
- Contribute to the recruitment and retention of skilled and knowledgeable volunteers
- Undertake such other duties which may be required reasonably and within the capability of the post holder.
- To attend monthly team meetings and implement the any subsequent actions

External

- Build and maintain working relationships with relevant organisations to enable multi-agency support for the service users, particularly with local employers and educational establishments.
- If appropriate, provide off site support for service users entering employment and or education during their induction in activities beyond Root and Branch.
- Identify training opportunities for service users that can be delivered in short programmes

New Partnerships

- Look for opportunities for using Root and Branch and Westmill facilities to expand what we can offer.
- Explore closer collaboration with other community groups to offer a wide range of opportunities to our service users
- Engage with other service providers to understand emerging contractual possibilities
- To support employee retention, liaising with, and visiting employers as necessary

Essential Skills/Qualities

1. An empathetic and non-judgemental attitude to service users and an understanding of their difficulties in entering/returning to employment, education and society.
2. Experience of supporting people with barriers to employment, education such as mental health combined with poor basic living skills and/or debt.
3. Ability to create an inclusive, resourceful and positive approach to improving physical and mental health
4. Effective in influencing, mentoring and coaching skills.
5. Demonstrate autonomy, diligence and tenacity in advocacy and problem solving
6. Excellent communication skills, oral and written including the ability to present a positive image of Root and Branch to external organisations
7. Ability to create a good rapport with service users, team members and volunteers.
8. Be computer literate, able to use Microsoft Office suite, and cloud-based storage systems. Able to use video conferencing systems.
9. Strong professional boundaries.
10. Driving licence and access to a vehicle.

Desirable skills and experience

1. Training or qualification related to mental health or coaching, including social and therapeutic horticulture, occupational therapy
2. Knowledge of statutory and voluntary sector services available to people with mental health problems.
3. Some knowledge of the benefit system and experience of supporting people with benefit related issues, including housing, employment and disability
4. Experience of employer engagement and forming working partnerships.
5. Experience of recruitment particularly in employability and working with adults with health and social care needs.
6. Experience of training small groups or adult education.