

<b>Job Title:</b>	One to One Change Coach
<b>Location:</b>	Head Office Base in Truro
<b>Salary banding:</b>	£19,000 - £22,000
<b>Contract type:</b>	Fixed term contract until October 2019
<b>Responsible to:</b>	Change Coach Manager

### **Main Purpose of Job:**

Working on the Positive People Project you will be part of a delivery team that includes Change Coaches and a specialist support team of injured military veterans who are delivering courses to build motivation, confidence and self-belief, inspiring people to make positive change in their lives.

As a Change Coach, you will deliver 1:1 support to engage with participants who have multiple barriers and/or are disadvantaged in the labour market. You will assess needs and develop individually tailored support packages to enable participants to become more socially included and enter training, education and /or employment. The Change Coach will use the Pluss Customer Management System on a daily basis to record participant journeys and progression.

You will manage a personal caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.

Positive People is part of the national Building Better Opportunities programme which is funded by Big Lottery and European Social Fund and aims to help people who are unemployed and economically inactive to overcome their barriers to participation in work, training and education. Pluss are the Lead Partner.

### **Key relationships:**

<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• Positive People Project Manager</li> <li>• Coast to Coast Change Coach Manager</li> <li>• Active Plus Office Manager</li> <li>• Active Plus Senior Management Team</li> </ul>	<ul style="list-style-type: none"> <li>• Project Participants</li> <li>• Pluss and all other Positive People delivery partners</li> <li>• Referral organisations e.g. Jobcentres, NHS, Housing Associations, Voluntary and Community sector organisations</li> <li>• Partners, training companies, employers and organisations who can help participants to overcome barriers and progress to work</li> </ul>

### **Main Duties and Responsibilities:**

- Manage a personal caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.
- Respond to referrals, ensuring that the person is eligible for the contract and assist with the identification and recruitment of long term unemployed and economically inactive participants.
- Through assessment and discussion, establish effective SMART action plans and optimum progression routes for participants.
- Regularly review participant progress using distance travelled measures and ensure action plans are reviewed and developed to support customers through to sustained employment.
- Use a variety of engagement strategies working with local organisations to meet the project's engagement targets across all participant target groups, ensuring equality of access for all.
- Work to the standards and procedures set out within the Quality Manual ensuring compliance at all times, including deadlines for when programme evidence needs to be presented to the central administration team.
- Ensure the PLUS IT CMS system is kept up to date, recording accurate data on participants' demographics and activities
- Develop and maintain good relations with local external stakeholders and other contacts.
- With the assistance of the partnership's job brokerage service, support the participant in all aspects of job search and targeted in-work support.
- Ensure all financial, administrative and compliance processes are adhered to at all times, seeking advice and support from the Change Coach Manager as appropriate
- Ensure that data protection guidelines are followed at all times
- Other duties in relation to the Project as required

## Person specification

<b>Skills, knowledge and experience</b>		
<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
Experience of managing a caseload of participants	IAG, coaching, teaching or training qualification.	CV Personal statement Interview
Experience of working on a 1-2-1 basis with people, helping them to identify and achieve goals	Experience of working with to work to SMART objectives and achieving targets and outcomes	CV Personal statement Interview
Knowledge of the local labour market and current opportunities available for employment and training.	Track record of working with partner organisations	CV Personal statement Interview
Ability to communicate with a wide range of audiences.		Personal statement Interview
Sound knowledge of the Microsoft Office suite.	ECDL qualification or similar.	CV
Experience of working with communities as a way to support participants to achieve their goals.	Previous experience of working on a back to work or similar project	CV Personal statement Interview
A knowledge and understanding of the challenges faced by wounded, injured or sick military veterans.	Experience of the armed forces or of working with organisations who support the armed forces.	CV Personal statement Interview
Experience of working to strict deadlines whilst ensuring that all work is effective and compliant.	Experience of European Social Fund or grant funded delivery	CV Personal statement
Current clean driving licence and access to a vehicle for business use		

This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service check (DBS).

### Application process:

Please email the following documents to [laura@activeplus.org.uk](mailto:laura@activeplus.org.uk) no later than **noon on Thursday 18<sup>th</sup> October 2018**:

1. A CV of no more than 2 sides of A4 including 2 referees
2. A personal statement of no more than 2 sides of A4 outlining your skills, knowledge and experience in relation to the essential criteria listed above.