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| **Job title:** | Work Coach/Tutors |
| **Location:** | All locations |
| **Responsible to:** | Nicki Ulloa – Employment Services Manager |
| **Responsible for:** | The support the training and coaching of jobseekers to build confidence and motivation to return to work |

**Job Description**

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| **Job purpose**  To provide motivational and practical tutoring, coaching and support to people on our training programmes, to overcome their barriers to employment, this will include supporting them to gain confidence and motivation to return to the labour market, this may include speaking to third parties and employers.  Providing:   * The customer with support to enable them to gain, learn from, develop skills to and to make a positive progression on to paid sustainable employment; * To make sure the training room is cohesive for the customer to enjoy the experience and meets their learning needs, in person or virtually via a digital platform of the customers choice * Schemes of work and lesson plans for each module to meet the customers’ needs |

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| **MAIN DUTIES** | |
|  | To deliver the contractual KPIs, including starts on program, completions and employment outcomes. To send regular performance updates to manager and participate in performance calls |
|  | To deliver a range of courses to support customers to develop Essential, Employability and Personal Social Development skills to move them nearer to the local labour market. |
|  | Ensure that the customers Initial assessments are robust and support their individual action plan and needs addressing any support they may need to overcome perceived barriers |
|  | To make sure that every session is innovative, engaging and motivating with the objective to support them to build a sustainable career path. |
|  | Sessions will be well planned, with well written lesson plans to meet the outlines of the course, using different techniques to encourage the customer to take part in all activities |
|  | Produce and maintain required documentation to a high standard and in a timely manner, supporting progression including updates to CVs, job searching and applications, signposting and accessing specialist services for example for careers advice and guidance or vocationally specific |
|  | Support the customer to move towards work by supporting them to job search and support them with interview techniques |
|  | Be responsible for the well-being of the service user at all times during the programme, assisting them to thrive and progress to achieve their goals. Support through the production of visual or written aids, use of assistive technologies and/or troubleshooting to overcome or tackle challenges |
|  | To build on stakeholders’ relationships with organisations and employers that may be able to support the customers journey |
| **9.** | Ensure that the project coordinator is kept fully informed of the customers progress and achievement, supporting with the gathering and validation of portfolio evidence, observational assessments, progress reviews and materials to contribute to the success of the course |
| **10.** | To keep timely and accurate records of the learner journey through the relevant systems, including attendance, engagement and outcomes. |
| **11.** | To ensure that learner evaluative feedback is collected and recorded after each session and reviewed to support continuous improvement |

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| **OTHER** | |
| **12** | To contribute to team and departmental meetings as required |
| **13** | To promote the charity in a positive and professional manner |
| **14** | To provide support to Organisational staff and the Charity CEO as required |

Post holder may be required from time to time to undertake other duties, not specifically mentioned in this job description, but within levels of their salary scale

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| **Prepared By:** | HR Officer |
| **Date:** |  |

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company’s business.