

Sixteen<sup>16</sup>



RECRUITMENT



16

Job Coach





# THE COMPANY

## Sixteen Co-operative Ltd

Sixteen is an award winning social enterprise based in Bristol. Our team of employment specialists support people with learning disabilities, autistic people and others who identify as neuro-divergent to find employment. We follow evidence based supported employment practices and processes to achieve the best results for the people we work with.

We are responsible for delivering a number of programmes and contracts across the area and work in partnership with disabled people themselves, their families, educators and other health and social care professionals.

We believe everyone can work given the right support and are keen to find individuals who share our values, interest and enthusiasm for this.

In recent years, the demand for our support services has increased significantly and, as we expand operations and look forward to further growth, it is apparent that additional members of staff are needed to help us navigate this process. This is an important time for our organisation and the team continues to develop new programmes and provide a robust and innovative service to the city of Bristol and beyond.



# THE ROLE

## Job Coach

Hours: 37.5 per week

Starting salary: £22,330.00 (£24,351.85 after training)

Supporting people into work is extremely rewarding and we are looking for people who can rise to the challenges of this job. Job coaches work with a job seeker from the start of the supported employment process to the time when they are successfully embedded in the job and working independently. This interesting and varied role therefore provides support to both job seekers and employers.

A day in the life of job coach might start by supporting someone to make breakfast in a café, include travel training a job seeker before ending with talking to an employer about a prospective candidate.

The work covers a wide spectrum of activities including:

- Discovery and Vocational profiling
- Job search
- Employer engagement
- Interview support
- On-job coaching
- Working with families
- Mediation
- Problem solving
- Delivery of training programmes (on-line and face to face)
- Claiming Access to Work

*'THIS HAS BEEN MY FAVOURITE EVER JOB,  
THE BEST COMPANY I'VE EVER WORKED FOR  
AND THE STRONGEST TEAM OF INDIVIDUALS  
I'VE EVER WORKED WITH!'*

We understand that few people will join us with previous experience of employment support work, so Sixteen has a comprehensive Job Coach Development Programme to train new members of staff in the principles and practices of supported employment. This represents an outstanding opportunity to receive mentoring, training and support.

New job coaches are enrolled on this training programme after successfully completing their three month probation review. The programme typically lasts about a year and leads to Band 2 job coach status and a salary increase.

Sixteen, also recognises the importance of continued professional development for all team members, so support and training continues and will include access to a formal job coaching qualification.





## THE PERSON

You'll need to be resourceful, confident and able to communicate well. You'll like to try new things, work independently when needed while still being an excellent team player.

This is certainly not an office-based job, so you must enjoy meeting new people, learning new skills and working in Bristol and the surrounding area. Of course it helps if you are confident with IT and possess a sense of humour.

### Other information

You'll join our friendly, supportive and committed team within a organisation dedicated to the training and on-going development of our employees.

- Competitive rates of pay with additional 'long service' spinal point increases
- 28 days holiday (pro rata) with additional 'long service' leave entitlement
- Pension
- Flexible working policies
- A real say in the development of the organisation

Due to the nature of our work and the Government decision to include employment advisors and job coaches in the list of priority working supporting vulnerable people, Sixteen requires all new members of staff to provide proof of vaccination against Covid-19, unless a valid reason prohibiting vaccination can be provided.



# JOB DESCRIPTION

Under the general supervision of the locality manager and as part of a supported employment service, the job coach will:

1. Demonstrate, mentor and model best practice job coaching.
2. Provide support to individual service users, enabling them to secure and maintain employment and to maximise their independence, competence and integration in the workplace.
3. Deliver excellence in all aspects of job coaching, ensuring effective vocational profiling and discovery, employment planning and employer engagement.
4. Participate in a range of contracts and programmes working with a range of education, social care and health partners.
5. Contribute actively to the smooth-running and development of the co-operative.

## Main duties and responsibilities:

1. Provide intensive 1:1 support in all aspects of employment support.
2. Work with a caseload of individual young people and adults to identify and support their aspirations for future employment.
3. Prepare and deliver an employment support plan to the individual and their employers, that is in line with the client's wishes and employer needs as highlighted through vocational profiling/discovery, planning meetings, employer discovery and negotiations, workplace analysis, job analysis & task analysis.
4. Provide support to a service user to enable them to visit work sites, travel to and from work, perform job tasks, use work site facilities, take part in work related social activities, attend meetings, training or interviews related to their employment needs.
5. Provide on-the-job training to service users in integrated work settings and/or support to co-workers to become competent and independent.
6. Carry out and learn each job prior to designing training programmes and pacing the client.
7. Accurately produce regular activity logs and updates in line with company reporting structures.
8. Acquire or complete risk assessments where appropriate.
9. Carry out detailed job matching of service users and placements.
10. Understand the concerns of the individual, carers and employers, facilitating understanding and communication on an ongoing basis.
11. Use Systematic Instruction to ensure a planned approach to support the maximum participation of the supported employee in job and job-related tasks. Continually seek ways to increase the individual's independence and competence in job and job-related tasks.
12. Identify, wherever possible, strategies for fading, use of natural and other supports, accommodations or aids and adaptations to minimise reliance on the job coach.
13. Analyse and use, if appropriate, company training opportunities and the support of the workers according to individual need.



# JOB DESCRIPTION CONT.

## General

1. Provide, as part of a wider team process, a level of flexibility in order to respond quickly to employers and job seeker needs.
2. Be willing to undertake occasional weekend, early morning and evening work.
3. Possess a current driving licence and have access to transport or demonstrate how they will be effective in working with individual service users in their places of work anywhere across the whole of the Bristol area.
4. To maintain a standard of dress that is appropriate to the role and that is in accordance with the organisation's dress policy.
5. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Sixteen's confidentiality policy for all staff.
6. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
7. To take all reasonable care of the health and safety of her/himself and of other persons who may be affected by her/his acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with. To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
8. To work at other locations across the area, as and when required.
9. To undertake any other duties which are consistent with the post.
10. Support the development of the co-operative when working with other job coaches in sharing support etc. to ensure clarity with regards to style of support to be provided, ensuring consistency of approach to the individual and employer.
11. This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.



# PERSON SPECIFICATION

## Experience

### Essential

Experience of working in a wide variety of work settings and job roles

Experience of working and successfully dealing with employers

Experience of recruitment and/or training

Experience of working as a job coach or in a similar position (Band 2 only - see information about our Job Coach Development Programme)

### Desirable

Experience of risk assessments

Experience of working with people with learning disabilities

Experience of working in a catering environment

## Knowledge and skills

### Essential

Self-organisation and self-motivation

Able to use personal initiative within a structured framework

Good negotiation skills

Ability to communicate effectively with users of the service

Able to use standard office IT programmes

Ability to communicate effectively both orally and in writing, with other staff, clients, employers and other professionals

### Desirable

Basic knowledge of welfare benefits

Clean driving licence and access to a Clean Air Zone compliant car

Basic knowledge of Health & Safety at Work Act

## Education and training

### Essential

A good level of education and understanding of employment issues

### Desirable

Training in Systematic Instruction

Other Job Coaching and supported employment training

Health and Safety at work

## Other

### Essential

Ability to show empathy and understanding towards clients

Ability to promote and work towards increasing independence amongst the user group

Ability to meet the physical requirement of the job

Ability to keep records

Willingness to undertake all relevant training

Ability to work under pressure

Ability to work flexibly

Understanding/awareness of Equal Opportunities

Access to a computer will be a distinct advantage