



JOB DESCRIPTION

Careers Coach

Job title:	Careers Coach
Employer:	RedbridgeCVS
Department:	Employment & Skills Team
Responsible to:	Partnership and Development Manager
Place of work:	1st floor, 103 Cranbrook Road, Ilford, IG1 4PU
Hours of work:	21 hours per week initially
Salary:	£15,300 (£25,500 pro rata)
Holiday entitlement:	28 days plus public holidays pro rata
Contract type:	Fixed term until 31 March 2020

This role is funded by the DWP's Community Budget Fund and administered by LB Redbridge (Work Redbridge).

Purpose of post:

1. To promote RedbridgeCVS' DWP employment programmes to stakeholders and potential participants by conducting outreach, attending local community events, organising information sessions, maintaining relationships with local authorities, jobcentreplus, voluntary sector organisations and community groups to generate referrals.
2. To support participants by identifying their skills, strengths, barriers to progression in employment, areas of development, training needs and in work support requirements.
3. To support, prepare and assist participants to progress in employment through increasing their hours of work and/or income by delivering personalised careers, employability and soft skills coaching, information, advice and guidance.
4. To conduct employer engagement to identify full time, better paid and/or London Living Wage sustainable job opportunities for project participants.

Main duties:

1. **Service Delivery**
 - 1.1 To conduct bi-weekly outreach at Seven Kings jobcentre
 - 1.2 To check the eligibility of potential project participants with DWP
 - 1.3 To register eligible participants onto projects in line with funder requirements
 - 1.4 To assist participants in identifying their career goals and individual needs through meetings on-site, across a variety of community locations, Skype or video messaging and including out of hours working where necessary
 - 1.5 To deliver initial diagnostic assessment and personalised action planning
 - 1.6 To deliver 3 one to one coaching, information, advice and guidance sessions per participant on the Progress in Work project
 - 1.7 To deliver workshops that build participant confidence, soft skills, employability and their ability to progress in employment



- 1.8 To support participants to find better work and/or increase their hours of work through improved CVs, cover letters, job applications and providing information on the local labour market including growth sectors.
 - 1.9 To effectively manage a caseload of participants using a RAG rating system and ensuring regular contact is maintained, which includes monthly tracking of participants
 - 1.10 To regularly review the progress of participants and support them throughout the project; this will include supporting them when their motivation levels drop to ensure their retention
 - 1.11 To signpost participants to additional support where required
 - 1.12 To provide participants with personalised in work support for 4 weeks when they increase their hours and/or find better paid work
 - 1.13 To contact and work with employers, apprenticeship providers, employment agencies, local authorities to identify better paid sustainable job opportunities for participants
 - 1.14 To match participants to suitable vacancies and support them with the application process
 - 1.15 To plan, set up and deliver quarterly sector specific employer events for participants
 - 1.16 To conduct quarterly evaluations of participants' distance travelled on the projects
 - 1.17 To accurately record activities with participants on project forms and CIVICRM to ensure all project activity and outcome information is collected and processed promptly.
 - 1.18 To keep referral partners updated on the progress of their referrals on a monthly basis
 - 1.19 To complete a brief monthly narrative report and claims form for management and email to the Work Redbridge contact for the projects
 - 1.20 To take appropriate responsibility to ensure the health and safety of self and others involved in lone working
- 2. Service Development**
- 2.1 To maintain positive relationships with stakeholders including employers, Jobcentre Plus, local authorities, voluntary sector organisations to secure referrals and opportunities for the projects.
 - 2.2 To meet project targets as per project performance delivery plans and keep the delivery plan updated
- 3. General duties**
- 3.1 Help to ensure that RedbridgeCVS embraces diversity, challenges discrimination, and reflects the communities of Redbridge
 - 3.2 Participate in your own reviews and appraisal
 - 3.3 Take part in training and personal development and participate in team meetings, staff development, away days and reviews etc
 - 3.4 Be an active team member of RedbridgeCVS and support the employment and skills team. This will require the post holder to:-
 - Be an active team member and representative of the organisation
 - Contribute to the development and performance of RedbridgeCVS
 - Adhere to all RedbridgeCVS policies and procedures
 - Actively promote the principles of equal opportunities, celebrate diversity and challenge discriminatory practice
 - Undertake any other duties as required which are in line with the objectives of the post

The post holder will be expected to use their initiative, be proactive and work with a wide range of people in local communities and organisations. He/she will be given regular supervision and support, a probationary review and an annual appraisal. Attendance at meetings and events outside of normal working hours will be necessary on occasion.



Note: This Job Description is current as at June 2019, but will be updated in consultation with the postholder as circumstances change.