



## **Job Description**

**Job Title** Coach (NCS)

**Responsible to** Team Leader

### **Job Purpose**

1. Provision of impartial information and advice with the aim of broadening career horizons, supporting the personal development needs of individuals to enable them to make effective decisions that improve the quality of their lives, resulting in progression into education, employment or training.
2. Utilize innovative coaching methods and approaches to engage with and support individuals in a variety of outreach and community settings, including customers who are in education, training, employment, unemployment or disengaged.
3. Liaison with partner organisations and appropriate networks to support service delivery and identify opportunities for business development.

### **Principal Duties and Responsibilities**

1. Advising clients/ customers about the range of opportunities available to them and ensuring that they are effectively supported via the appropriate referral mechanisms.
2. Providing information and advice on careers, job opportunities (including voluntary work), personal and social issues.
3. Involving the client/customer directly in the design, delivery and evaluation of the service.
4. Building respectful and trusting relationships with clients/customers, including those who face difficulties and disadvantage through life, learning and work.
5. Delivery of group work sessions and programmes of support designed to meet the needs of customers and clients (inclusive of regulated and non-regulated activity).
6. Identifying individual needs by carrying out diagnostic interviews and skills assessments recording key information and making referrals as appropriate.

7. Using appropriate methods to identify and engage with those who have had minimal contact with the service and those eligible for other programmes due to long-term disengagement (including use of a range of digital delivery mechanisms).
8. Helping individuals to implement agreed plans, taking positive action and providing extra support when people need this.
9. Undertaking research to continually update understanding and knowledge of employment and learning opportunities through local, regional, national and international careers, learning and labour market information.
10. Delivering services in local communities (which include home visits and supporting local events) and taking a lead responsibility for negotiating and maintaining access points.
11. Manage own workload/caseload in a variety of settings, working with groups and individuals to deliver agreed targets and outcomes.
12. Maintaining an accurate and up to date record of client/customer interaction and progress using the required Career Connect customer relationship management system.
13. Maintain full communications with managers and peers and contribute to continuous improvement of the Company, through active use of relevant communication channels, team briefings, consultations and good practice sessions.
14. Any other duties that may be reasonably assigned to ensure the delivery of the service

### **Corporate Duties and Responsibilities**

1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio
2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Career Connect Safeguarding policy and procedures.
3. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures.
4. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the General Data Protection Regulation Act 2018 and other legislation with regard to the processing of any personal data.
5. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct.
6. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed.
7. Proactively seek feedback from customers/ commissioners/ colleagues to identify improvements to professional practice.

8. Operate at the level expected for this role, in line with core competencies and values of the Charity.
9. Adhere to Career Connect policies and procedures on sustainability.
10. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
11. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

**This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties can vary from time to time without changing the general character of the post or the level of responsibility entailed.**

**This could include working across a range of contracts according to the needs of the business.**

### **Additional Duties and Responsibilities**

1. Delivery against individual NCS target profile of Customer Satisfaction and Career Management Outcomes and supporting achievement of Job and Learning Outcomes
2. Accurate recording and uploading of evidence to YETI database to ensure contractual compliance
3. Adherence to NCS Quality Framework and attainment of minimum standards of observation and SAP audit grades



## **Person Specification**

### **Essential Experience, Knowledge, Skills and Abilities**

1. Experience of working with individuals in an information, advice and support capacity within a variety of settings
2. Qualification requirements will be specific to contracts with a minimum expectation of Level 3 Information, Advice and Guidance. Specific qualifications include Level 3 Coaching Award and Career Information Advice and Guidance level 4 Diploma (please refer to specific requirements relating to a contract section above).
3. Evidence of ability to develop and change practice to increase quality and outcomes through case studies, customer/ partner feedback and management comments
4. Experience of actively seeking opportunities to promote and market the full service offer and evidence of using networks to identify any potential business opportunities
5. Demonstrate the ability to develop appropriate knowledge to represent the charity and its clients/customers accurately and professionally
6. A commitment to equal opportunities and experience of effective strategies in relation to this issue.
7. Knowledge of the range of Government initiatives impacting upon the work of Career Connect and the world of work.
8. A flexible approach to work and a willingness to travel according to client / business needs
9. Willingness and ability to work remotely and with minimal supervision, which may involve working evenings and weekends.
10. Evidence of developing solutions and sharing good practice examples to support continuous improvement
11. Experience of providing high quality delivery, meeting all quality and compliance standards whilst successfully achieving targets

## Competency Framework: Coach

Description	Autonomy / Leadership	Professional Practice	Relationship Management	Performance / Impact	Quality
<ul style="list-style-type: none"> <li>• Uses information to improve systems</li> <li>• Regularly acts on own initiative</li> <li>• Carries out the skill in a professional manner</li> <li>• Uses information to improve systems</li> <li>• Develops understanding of how own and team's work supports achievement of outcomes and delivery</li> <li>• Focuses on the overall goal and intent of what they are trying to achieve, not just the task</li> </ul>	<ul style="list-style-type: none"> <li>• Manages own workload/ caseload with minimal supervision</li> <li>• Developing and maximising access arrangements for service delivery</li> <li>• Effective delivery of a lead area of responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Anticipates and plans for key deadlines and responsibilities in the medium term</li> <li>• Creates focus and actively prioritises to achieve results</li> <li>• Uses resources effectively</li> <li>• Monitors and reviews performance</li> <li>• Organises information in a useful manner for self and others, e.g. work is carried out in such a way that it can be left at short notice and resumed efficiently, possibly by someone else</li> <li>• Proactive in seeking and exploring opportunities</li> <li>• Is creative in reviewing new ways of working to maximise efficiencies</li> </ul>	<ul style="list-style-type: none"> <li>• Provides adequate explanation to establish common understanding</li> <li>• Can find common ground and obtain co-operation</li> <li>• Modifies behaviour according to audience and acts in a sensitive manner</li> <li>• Thinks about things from the other persons perspective in order to solve problems</li> <li>• Is able to take a probing, challenging stance when appropriate</li> <li>• Motivates and supports customers to encourage positive change</li> <li>• Takes an active role in mentoring/developing others</li> </ul>	<ul style="list-style-type: none"> <li>• Works with groups and individuals to deliver agreed targets and outcomes</li> <li>• Maintains consistent performance</li> <li>• Works in an organised manner using own knowledge and expertise to deliver on time</li> <li>• Clarifies expectations about what will be done and how</li> <li>• Finds or creates ways to deliver performance against goals</li> <li>• Manages customers within a variety of settings to achieve a goal</li> <li>• Maintains accurate and timely records which comply with the requirements of individual contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Initiates ideas for improvements to systems</li> <li>• Helps to disseminate changes in procedures and standards to colleagues and partners</li> <li>• Makes an extra effort to find out more – info seeking</li> </ul>