



Job Description (Part 1)

Post	
Job Title	BBO Work Coach
Contract Period	Fixed Term Contract until 30.09.2021
Job Holder	Vacant
Location	Nottingham City covering Greater Nottingham
Hours	37 hours Monday to Friday
Reports to	HR Manager

Double Impact Services	
Our Mission	<p>INSPIRING CHANGE AND POSITIVE CHOICE</p> <p>Double Impact is a registered charity and not for profit organisation, established in 1998.</p> <p>Our Mission is to provide a quality service which promotes recovery and community integration for people who have experienced problematic drug and alcohol use. This is achieved by providing opportunities for personal development, healthy choices, education, vocational training, employment and access to housing.</p> <p>By placing our service users' needs at the heart of our ethos and their own treatment experience, we provide a uniquely holistic, flexible service.</p> <p>We believe that with the right support everybody can recover and that in recovery anything is possible.</p>
Building Better Opportunities (Towards Work)	<p>The Towards Work Programme aims to support and empower people within the D2N2 area who are significantly disengaged and furthest away from employment or self-employment. The Towards Work Programme is a demand driven model, which is bespoke, personalised and allows individuals to develop their own personal progression into employment, self-employment or further training/education. Participants will undertake a holistic journey, via a range of End to End Employability and Personal Development Interventions. The programme will achieve real employment and self-employment outcomes, by guiding and motivating people to overcome their individual barriers to work and by providing an inclusive Job Brokerage & In-work Support Service to ensure employment outcomes are sustained. Participants will also have access to a menu of individually tailored, wraparound Specialist Support to tackle personal challenges (e.g. Disability, Mental Health, BAME, Women Returners, NEET, etc.), via a range of Towards Work Specialist Partners. At a broader level, the programme will enable people to access better housing, achieve stable finances, improve their health and wellbeing, have better functioning families, minimise benefit dependency and reduce crime and anti-social behaviour.</p>
Our Values	<p> Supportive to individuals and their diverse needs and to the wider treatment community;</p> <p> Passionate: about everything we do;</p>

	<p> Inclusive: by involving service users and staff in all aspects of what we deliver and through working in partnership;</p> <p> Responsive: to our service users' changing needs, to the communities in which they live and to our staff;</p> <p> Effective: In realising individuals' goals and achieving our aim.</p>
Job Profile	
Purpose of Job	<p>The Work Coach will contribute to the overall success of the BBO Towards Work Programme within Derbyshire or Nottinghamshire. The successful candidate will work directly with unemployed and economically inactive participants by effectively delivering a holistic, personalised support service, which empowers participants with the self-belief, skills, motivation and confidence to enable them to progress into employment, self-employment or further training/education. The Work Coach will facilitate a range of Employability and Personal Development Interventions, via 1:1 and group based learning and development sessions. They will provide participants with comprehensive Initial Diagnostic Assessments, plan and deliver their learning & development, evaluate and measure their progress and impart guidance, knowledge and mentoring. They will play a pivotal role in helping individuals to overcome their fears and barriers and to develop their employability skills.</p>
Position in Organisation	<ul style="list-style-type: none"> • Reports to the HR Manager • Point of contact for/with participants of the ESF programme • Point of contact for/with community resources/providers/partners/local community groups
Scope of Job	<p>To motivate and work closely with participants on the ESF programme to provide casework support to enable participants to progress into employment, self-employment or further education/training.</p> <p>The job is fairly autonomous working to agreed project guidelines. The post holder will have a significant degree of freedom for decision making in the control and management of their caseload.</p>
Qualifications	<ul style="list-style-type: none"> • Information Advice and Guidance (IAG) Level 3 or above (desirable) • Excellent IT Skills and familiarity with basic IT packages

Job Description (Part 2)

Duties & Key Responsibilities	
Key Responsibilities:	<ul style="list-style-type: none"> • To engage, build trust and maintain effective rapport with a caseload of Towards Work participants (caseload size up to 35). • To conduct a series of in-depth initial Diagnostic Assessments with all referred participants to identify; personal & work barriers, job readiness, existing skills & experience, soft/key skills deficiencies, qualifications/training history, and work goals • To co-create an individual/personalised 'Into Work Plan', informed by the initial diagnostic, to include a range of planned activities (e.g. Pick & Mix Employability & Personal Development Interventions & Modules, IAG, Pro-active Jobsearch, Counselling & Mentoring, Signposting to Short Vocational Courses (e.g. First Aid, Food Hygiene, etc.), Creation of a CV & Speculative Letter, Work & Training Tasters, Work Rehearsals and Community Placements. • To design, manage and deliver a range of Employability Training Modules/Interventions to maximise participant learning and progression • To design, manage and facilitate a range of Personal Development & Soft/Key Skills Training Modules/Interventions, via 1:1 sessions, short courses and workshops • To achieve contractual Key Performance Indicator (KPI) targets including; Quality Assurance, Equal Opportunities & Diversity, Sustainable Development, Participant engagement, retention, training & qualification achievement, participant feedback, progression, and Positive Outcomes (employment, self-employment and education/training) • To adopt a holistic approach to supporting participants by identifying barriers that may impact on the participants' progression towards work, such as; household income concerns, criminality, health & wellbeing, caring responsibilities, etc. • To effectively manage, develop and support a caseload of participants, providing inspiration, motivation, encouragement and co-ordination of all individual activities • To effectively manage and oversee individual Personal Budgets, which may include services and material goods required to enable a participant to enter employment (e.g. interview clothing, childcare vouchers, or transport costs) • To coordinate wraparound Specialist Support for participants (as required) to tackle personal challenges (e.g. Disability, Mental Health, BAME, Women Returners, NEET, etc.), via a range of Towards Work Specialist Partners • To work in partnership with a network of local agencies and key stakeholders including; JCP, Statutory, Voluntary & Private organisations, local Employment & Skills providers, Specialist Partners, and Education & Training providers • To fully understand and comply with ESF/Big Lottery Procurement Guidelines and Groundwork internal procedures, in relation to the purchasing of goods and services • To develop and maintain in-depth knowledge of the local labour market including extensive understanding of current benefits regimes and entitlements • To proactively motivate and support participants with their Jobsearch activities, implementing comprehensive Jobsearch Tools to enable progression into employment and to work collaboratively with Employer Engagement Teams • To regularly input and maintain all participant data via Groundworks Online Management Information Database (Hanlon) including; starts, diagnostics, action planning, personal budget spend, progressions, positive outcomes, tracking, etc.

	<ul style="list-style-type: none"> • To ensure that each Into Work Plan is a “living document”; is reviewed and updated regularly, ensuring it captures all Towards Work support interventions, as they occur • To organise Short Vocational Courses (e.g. First Aid, Food Hygiene, etc.), as required, for participants to attend • To regularly evaluate and document participant progress, via SMART reviews of participant attendance & completion of training/development interventions, achievement benchmarking, and Work & Training Tasters/Rehearsals undertaken • To contribute to “participant case conferences” with Towards Work colleagues and Employer Engagement teams, JCP Advisors and relevant stakeholders • To regularly attend meetings with funders and other stakeholders/delivery partners • To positively promote the Towards Work Programme to service users and stakeholders via internal and external events • To effectively prepare and complete all participant administration and financial documentation, ensuring all records are accurate and kept up-to-date, to ensure full contractual compliance with ESF, Big Lottery Fund, and Awarding Body standards • To coordinate comprehensive In-work Benefit calculations for participants who secure employment • To share best practice with other Work Coaches, Employer Engagement Teams and Towards Work partners, to drive continuous improvement of the programme • To contribute positively as part of a delivery team, as well as part of a wider business team, to deliver business objectives • To help develop a culture of aspiration through positive role modelling and example. • To ensure the health and safety of all yourself, other staff and clients by following health, safety and security procedures in the working environment. • To ensure that any safeguarding concerns are flagged to your supervisor immediately • To ensure that Equality of Opportunity policies and anti-discriminatory practice are adhered to and fully implemented at all times and that all practice positively promotes Double Impact’s commitment to valuing diversity. • To ensure that you abide by relevant legislation, statutory policy and Double Impact policies and procedures. • To ensure that all aspects of confidentiality are adhered to.
<p>Administration & Systems</p>	<ul style="list-style-type: none"> • To contribute towards the attainment of key performance indicators as stipulated by the service level agreement. • To operate record keeping and monitoring procedures as directed. • To maintain electronic records as directed, ensuring that all data requirements are met within appropriate deadlines.
<p>Other Duties</p>	<ul style="list-style-type: none"> • Recognise personal and professional boundaries at all times and adhere to our code of conduct, policies and procedures at all times. • Maintain service user confidentiality at all times in line with Double Impact policy and data protection legislation.



- To carry out all work in accordance with the company and its partners philosophy and ethos
- To carry out all work in accordance with the company's policies and procedures
- To be aware of and work within the current legislation in relation to the service
- To ensure all Health & Safety procedures are adhered to
- To ensure Equal Opportunities is maintained and promoted
- To attend staff meetings and engage in all staff support, development and supervision systems.
- Proactively improve personal knowledge and skills by completing any relevant training
- To keep abreast of developments in services, legislation and practice relevant to services for substance misusers.
- To act as an ambassador for Double Impact at all times.
- Such other duties as the management may from time to time reasonably require

Job Specification (Part 3)

Person Specification		
	Essential	Desirable
Education & Experience	<ul style="list-style-type: none"> • Previous experience of coaching, supporting and placing unemployed/ economically inactive people with multiple & complex needs into employment, self-employment or FE/Training • Previous experience of effective case management of disadvantaged participants, including the delivery of 1:1's, IAG, diagnostics, action planning, reviewing progress and implementing appropriate Employability & Job search techniques • Proven track record of meeting challenging contractual Key Performance Indicator (KPI) • Previous experience of and the ability to devise and deliver engaging and meaningful learning activities and training workshops, within an employment and skills sector • Level 2 Literacy and Numeracy • Good track record of reliability 	<ul style="list-style-type: none"> • Hold a recognised Information, Advice & Guidance (IAG) qualification (minimum of Level 3 or above)
Knowledge	<ul style="list-style-type: none"> • Knowledge and understanding of the Local Labour Market, Sector Skills Gaps, local Employment & Skills provision, Specialist Support Networks, and Education & Training providers • Knowledge of the benefit system including work benefits • Knowledge of local adult and child safe guarding procedures • Understanding of drug and alcohol misuse, mental health, domestic abuse, homelessness and offending. 	<ul style="list-style-type: none"> • Knowledge of local support services and potential referring groups
Abilities	<ul style="list-style-type: none"> ▪ Ability to employ a high level of Emotional Intelligence (e.g. Respect, Empathy & Compassion), when responding to the diverse needs of people on the programme ▪ Ability to negotiate and agree 'SMART' objectives with participants, experienced in giving constructive feedback and able to positively transform negative behaviours ▪ Ability to screen, assess, diagnose and support participants with literacy, numeracy and/ or language needs ▪ An ability to identify barriers and support needs through using a range of questions and resources. ▪ Can work effectively with key partners and refers onto appropriate agencies where necessary. ▪ Ability to work to strict targets and deadlines. ▪ An ability to relate to others ▪ Awareness of and ability to maintain professional boundaries and work effectively with partnership agencies ▪ Confidence to work on own initiative as well as part of a team ▪ Responds flexibly to the demands of the post ▪ Ability to listen to others ▪ Ability to work with people from a range of social, cultural and ethnic backgrounds ▪ Ability to work alone effectively ▪ Ability to establish and maintain good, professional working relationships, both internal and external. 	
Skills	<ul style="list-style-type: none"> • Possess Counselling & Therapeutic Skills or possess previous experience in an advisory, counselling role 	

	<ul style="list-style-type: none"> • Possess a passionate and positive outlook, with the ability to build rapport, empower, inspire, and enthuse disengaged participants • Possess high level communication, interpersonal and presentational skills and understands its importance in both participant relationships and teamwork • Possess excellent organisational and time management skills, prioritising and managing work according to deadlines and performance targets • ICT literate to intermediate level; Office 365, Database, Word, PowerPoint & Excel • Prepared to work outside normal office hours (as and when required) to support the programme and be prepared to travel around the local contract area • Accurate and effective IT skills in e-mail, word processing and data processing. • Can demonstrate the skills to write a clear, concise, sensitive and objective change plan. • Can manage a caseload and workload effectively and efficiently. • Excellent verbal and non-verbal communication skills. • Has a professional, empathetic and non-judgmental attitude towards participants • Strong interpersonal skills 	
Attitudes	<ul style="list-style-type: none"> ▪ A belief that people can change and succeed. ▪ A willingness to share own experiences ▪ A willingness to learn and develop skills ▪ To have a 'can do' mentality • To have a non-judgmental attitude towards participants • To have a passion for excellence • To have a flexible approach to work • To work in accordance with the company values at all times 	
Customer Focus	<ul style="list-style-type: none"> ▪ Be friendly, smiley, sociable and welcoming to all who participate, demonstrating enthusiasm and energy. • Remain calm, patient and polite at all times • Be helpful and go out of your way to help our service users 	
Drive	<ul style="list-style-type: none"> ▪ Be confident and self-motivated ▪ Willingness to engage in continuous professional development • Demonstrate passion, commitment and enthusiasm to recovery • Welcome and embrace change, with a positive attitude • Be able to work unsupervised in a busy environment 	
Personal Integrity	<ul style="list-style-type: none"> ▪ Be honest and reliable • Be trustworthy and respectful • Be personally well presented • Maintain excellent time-keeping and attendance • Be professional at all times 	
Teamwork	<ul style="list-style-type: none"> ▪ Can work effectively in a team • To be respectful and considerate to colleagues and participants. • To enthusiastically support the team in pursuit of collective goals • Always be a good team player • Build and maintain good relationships with all team members 	



	<ul style="list-style-type: none"> • Work together with the team to ensure that the service is the best it can be • Be able to communicate well with people of all levels 	
<p>Other</p>	<ul style="list-style-type: none"> ▪ Flexible approach to work ▪ A requirement of the role is that you conduct outreach appointments and work across a specific geographical area. 	<ul style="list-style-type: none"> • Full driving license and access to a vehicle.

Terms & Conditions (Part 4)

Terms & Conditions of Employment	
Position	BBO Work Coach
Location	Nottingham City with a Greater Nottingham remit
Hours	<p>37 hours per week</p> <p>You are entitled to a daily unpaid meal break of 40 minutes when consecutive working hours are 6 or more.</p> <p>In addition to your normal hours of work, you are required to work any necessary additional hours for the proper performance of your duties. This may include evening or weekend working.</p>
Contract Type	<p>Fixed Term contract until 30.09.2021</p> <p>The post is funded by the European Social Fund and the National Lottery Community Fund. <i>The person appointed will be solely employed on the project.</i></p>
Salary	£22,765 per annum
Pension	Auto Enrolment
Probation Period	6 months
Holiday Entitlement	Holiday entitlement in any holiday year is 27 days. This is in addition to Bank Holidays.
Notice	<p>Following successful completion of the probationary period, staff are required to give one month's notice in writing to terminate their employment with the Company.</p> <p>During the first month of the probationary period, either the Company or staff member may give one day's notice to terminate their employment. After one month's service and up to satisfactory completion of the probationary period, the Company or staff member may terminate their employment by giving one week's notice.</p>
Conditions	<ul style="list-style-type: none"> • Two satisfactory professional, written references, one of which must be the last employer • Satisfactory Enhanced DBS Check • Evidence of Right to Work in the UK



Acceptance

The above job description is not all encompassing and is subject to regular review

Signature of Post Holder

I have read and accept the duties and responsibilities outlined in this job description.

Signature: _____

Print Name: _____

Date: _____