



Job Support Coach

Reports to: Employability & Enterprise Manager

Salary: £15,917- £19,017 pro rata

Hours: 22.5 hours per week

Office Location: Wallsend hub

Deployment: Northumberland, Tyne & Wear

Journey Enterprises

Journey Enterprises is a local charity which was founded by parents of young people with learning disability and complex needs 30 years ago. Launched in Northumberland we now operate across the north east.

The Charity provides life-skills and employability training for young people and adults with intellectual disability, and run social enterprises within our local communities. Clients play a key part in the success of social enterprises by using the experience as a stepping stone to employment.

The conditions the Charity supports include Down's Syndrome, Cerebral Palsy, Williams Syndrome, Fragile X and Soto's and our Clients range in age from 16 to 75 years.

Journey believes passionately in enhancing quality of life and giving people with complex disability opportunities to lead happier and socially-inclusive lives in their home communities. Our services are developed on a person-centred approach, designed to meet each individual's life ambitions and dreams. We work within each person's circles of support, recognising the expertise and knowledge of the individual and of unpaid/family carers.

Our Values and Mission

Journey Enterprise's aspirational strategic five-year plan identifies our goals to transform the lives of people with additional needs and this role will help Journey deliver our vision, mission and values.

Our vision

For us all to live a good life, to be included and valued regardless of differences.

Our mission

To empower people with additional needs to achieve happy, independent, healthy and socially inclusive lives.

Our values

Accountable

We all take pride in what we do. We measure our outcomes and share them. We strive to improve.

Inclusive

Those who use our services inform all we do. We fly the flag for inclusion in the wider community.

Person-centred

People who use our services are listened to and exercise choice and control. We are a person-centred, outcomes-focused organisation. We value all our people.

Open

We are part of a person's circle of support, and communicate and work with all concerned. We are a listening and supportive organisation.

Creative

We encourage and support innovation and enterprise.

Job Support Coach

Journey Enterprise's Employability, Enterprise & Life-Skills teams work together to support young adults/adults with additional needs to live and work independently. Through skills development and work experience placements we aim to enable Clients to achieve real work outcomes, better health and active participation in their local communities.

The Job Support Coach will assist the Job Coach in ensuring Clients with a learning disability and complex needs develop the skills and confidence to travel, volunteer and achieve employment.

Job coaching is provided on a 1:1/small group basis. It is tailored to the skills, interests and aspirations of the Client. The Job Support Coach is responsible for the delivery of session plans and activities set by the Job Coach.

Supporting Clients on their employment journey, Job Support Coaches will follow session plans set by the Job Coach to prepare clients for work, such as interview practice and CV writing, attend meetings and training sessions with Clients and provide in-work support for Clients that have successfully achieved volunteering placements and/or employment. Travel training is a key part of preparing for work. The Job Support Coach will follow personalised programmes set by the Job Coach to support Clients to travel independently.

Location and Operating Hours

The Job Support Coach will be based out of our Wallsend site and will travel across Northumberland and Tyne and Wear to work with Clients.

The Job Support Coach must have access to suitable transportation for the role.

The Charity operates between 08.30 – 16.30 from Monday – Thursdays and 08.30 – 16.00 on Fridays. Unsocial hours are occasionally required.

Key Responsibilities

Preparing the Client for work:

- To work to the Client's Individual Employment Plan, preparing the candidates for interview, placements and employment through activities and resources set by the Job Coach. This may include travel training and confidence building;
- To maintain strong communication with the Client and observe successes and barriers to communicate these with the Job Coach, informing the design of the next steps on the Client's employment journey;
- To support Clients to access other support services as recommended by the Job Coach, such as social groups and Job Centre Plus;
- To ensure Client Safeguarding, Wellbeing and Health & Safety at all times.

In-work facilitation:

- To provide mentoring and training to individual Clients undertaking their work experience and/or employment, following activities set by the Job Coach;
- To support the client to work in line to their assigned job role. This may include support with practical tasks and communication with colleagues;
- To work with the Client and employers and work placement providers to identify barriers and opportunities for Clients within their workplace and feed back to the Job Coaching team;
- To follow controls for risk management in the workplace and training Clients in health & safety procedures as required;
- To support the employers/placement host to access support services as recommended by the Job Coach.

Responsibilities of all Staff at Journey

- To ensure Client Safeguarding in line with Journey's Safeguarding Policy and the Care Act 2014;
- To work within Health and Safety guidelines and follow safe working practices;
- To be an ambassador for Journey, promoting, embodying and upholding our values with all stakeholders;
- To work as part of the Journey team, attending and contributing to team and whole-staff meetings as required;
- To undertake training as required by the Organisation.

	Essential (E) or Desirable (D)
Qualifications	
NVQ Level 3 or equivalent continuing professional development in a relevant discipline (e.g. Hospitality, Health and Social Care).	D
Accreditation in training in systematic instruction or willing to work towards.	E
Experience	
Working in a relevant operational role such as hospitality or catering	E
Working with young people/adults with learning disability and/or complex needs.	D
Delivery of training, employment or supported volunteering.	D
Knowledge	
Strong understanding of standard hospitality/catering processes and procedures.	
Robust understanding of person-centred principles and best practice in supported employment.	
Strong communication skills: a confident communicator.	D
Proficient IT skills.	
Personal Qualities	
Able to work independently and also effectively within teams.	
Flexible but resilient.	
Passionate about inclusion.	D

Shortlisting for Interview

All applications are administered centrally. Your Equal Opportunities Monitoring form and Guaranteed Interview Scheme form (if you have a disability) are only seen by the Hub Administrator.

If you have left any gaps or incomplete sections on your Application Form or if something is unclear, the Hub Administrator will contact you and ask for more information. We will only take forward application forms which are fully complete.

Two managers will review the complete application forms without being able to see your personal details (name/address) or your disclosure record.

We score your application as follows:

- essential skills: 1 mark;
- desirable skills: 2 marks.

You must show us that you have all the essential skills in order to be offered an interview with us.

We will interview the highest scoring applicants and all applicants with disabilities who have all of the 'essential skills' required for the role.

What to expect at Interview

For most posts you will be asked to prepare a One Page Profile for interview. We have examples of One Page Profiles on our website www.journeyenterprises.co.uk

For some posts you will be asked to prepare a short talk.

For all posts you will be interviewed by two managers who will ask questions about your application form, your experience and why you have applied for a role with Journey. We will ask you what you know about both learning disabilities and our work.

Applicants with Disabilities

If you have a declared disability and have reasonable adjustment needs, the Hub Administrator will inform your interviewers to ensure your needs are supported.

Safer Recruitment – Safer Retention

The Trustees at Journey are committed to Safeguarding and promoting the welfare of vulnerable adults. The successful candidate will be required to undergo an Enhanced Disclosure & Barring Service check for deployment in regulated activity. All candidates will be required to complete a 'Fit and Proper Persons' Declaration which is reviewed annually.

Equality & Diversity

Journey is an Equal Opportunities employer and welcomes applicants from all sections of the community. We particularly welcome applicants with lived experience of disability and/or unpaid caring roles.

Right to Work

All candidates applying for employment or volunteering opportunities at Journey Enterprises must have the right to live and work in the United Kingdom.

Closing: Friday 20th September 2019

Interviews: Friday 27th September 2019