



## **Youth Hub Work Coach**

**Salary:** Band 6, £28,239 to £32,061 per annum

**Hours:** 37 hours per week

**Contract:** Fixed Term for 1 Year

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

Every post is subject to PCC and Portsmouth Safeguarding Children Partnership safer recruitment procedures

### **The Service**

Portsmouth City Council is committed to helping young people achieve the best possible outcomes. To do this we deliver a range of support services that aim to remove the barriers to achievement for all Portsmouth children and young people, particularly those with special educational needs or from vulnerable groups.

The Careers and Employability Youth Hub, sits within the Careers and Progression team.

The Youth Hub Work Coach role will sit within the Careers and Progression service, and you will undertake a combination of activities:

- Provide ongoing employment, education and training support to an allocated caseload
- Deliver activities and support programmes to assist young people entering the labour market and maintaining employment
- Working closely with colleagues from the Job Centre Plus and their Job Coaches to report upon figures and KPI's.

The service is part of the Inclusion Service in Children, Families and Education.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference.

### **What is the role?**

Reporting to the Careers and Progression Team Leader, as a Youth Hub Work Coach, you will be responsible for supporting a caseload of young people (aged 16-24) to access employment. You will complete an initial in-depth assessment of each participant on your caseload, develop a participant profile and individual action plan and offer ongoing information, advice and guidance to develop skills, confidence and motivation.

You will be accountable for moving participants in to paid employment, supporting them in making the transition from benefits into work and maintaining ongoing in work support to a



point where they no longer require face to face support and intervention to secure job sustainability.

You will develop and maintain an in-depth knowledge of the local labour market, benefits system and entitlements, establish effective working relationships with local employers, recruitment agencies and Jobcentre Plus. You will also be required to market and promote the service to employers and suppliers by representing the team at appropriate events including job fairs, careers conventions and employer open days.

You will be expected to be flexible and will be deployed to meet the varied and changing business needs of the service.

You will be responsible for creating and implementing tailored support plans for service users whilst ensuring they remain engaged and motivated. Collaboration with internal and external stakeholders will enable you to provide holistic employment support with the common goal of moving young people towards work.

**You will be responsible for:**

- Providing targeted employment advice and support to vulnerable young people.
- Using your skills to help young people address specific risk factors. This will include those who are care experienced, at risk of being made homeless, and those being supported by the Youth Justice Service.
- Accurate and timely record keeping and reporting. You will be proficient in managing your own caseload, conducting initial assessments and reviewing your caseload in supervision meetings.
- Sharing updates with internal and external stakeholders for the benefit of the service and service users, in line with GDPR requirements.

**The post holder will be required to:**

- Build and maintain positive working relationships with other departments of the local authority and other agencies, both singly and as part of multi-agency working.
- Develop positive relationships with young people, their parents and carers. This will include hard-to-engage families, those who are resistant to help, or have multiple and complex needs and issues.
- Work flexibly; operating in a variety of settings and at times that meet the needs of those you are working with. This may include evening and weekend work.
- Manage a caseload effectively, working with a high degree of autonomy but referring to your line manager when appropriate.
- Meet defined and agreed key performance indicators.
- Undertake accurate and timely recording of your work and evidence against Key Performance Indicators on information systems.

**Who is the person?**



You need to have:

Relevant qualifications or the willingness to work towards including:

- IAG level 4 or 6
- Employment Support qualifications
- Teaching qualifications including PTTS
- Coaching or mentoring qualifications

**Experience of:**

- Relevant experience in an employment/recruitment/training role
- Strong Employer Engagement skills to support essential job search as a KPI (Key performance indicator) and the ability to develop positive employer relationships maximising employment opportunities.
- The ability to manage and support a caseload of participants and professionally and effectively challenge their barriers to employment.
- Working with a variety of professionals and other organisations
- Experience of influencing and motivating others effectively and able to overcome objections positively
- To be able to carry out regular one to one reviews, carry out diagnostic assessments, develop individual action plans, performance reviews and use feedback from employers and work placement hosts to further develop individual's needs
- Providing clear evidence and evaluation of work delivered.

**Knowledge and understanding**

- Be able to demonstrate an understanding of sometimes complex processes and procedures and the need for compliance to ensure delivery standards are met.
- Current knowledge of employment and training pathways and labour market intelligence.
- Good knowledge of safeguarding practices and able to evidence how to ensure the safety and well-being of young people, staff and the wider community
- Knowledge and understanding of the effect of social and economic disadvantage on young people and its impact on their progression
- Sound knowledge of equality and diversity and demonstrate how you have used this understanding to work with young people

- Understanding of the importance of confidentiality and how to apply in practice

### **Skills and abilities**

- Excellent communication and interpersonal skills, able to engage effectively and motivate young people, parents and carers and to challenge when necessary
- Proven ability of engaging effectively with colleagues, stakeholders and partner agencies, working through and with others for the benefit of young people
- Proven ability to implement and evidence progression, change and positive outcomes against plans which support the identified needs of a young person
- Experience of managing a specified caseload of clients across a defined geographic area, working with them in a range of venues and outreach locations
- Able to work largely on your own initiative, sometimes alone in the community, but accurately assess when to refer to management
- Able to demonstrate a pro-active and solution focused approach
- Team player, able to evidence working with internal and external colleagues on joint projects. This will include the development of group work and information resources.
- Able to work flexible hours, including some evenings and weekends
- Committed to continuous professional development
- Strong IT skills – be able to use customer databases as well as being proficient in Microsoft Excel and Word and online communication platforms (including Teams)
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*If applying as a secondment you will need permission from your current line manager to release you for this secondment. Please state you have this on your personal statement.*

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

**You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.**