

## Job Description

Job title:	RF Works Employment Skills Coach		
Department:	RF Works		
Job Family:	Operational Specialist		
Location:	Various		
Reports to:	RF Works Manager		
Salary Point*:	4 to 6	Hay points*:	252
Evaluated date*:	25/8/2023		
Hours / week:	Up to 37 according to business need		
Status:	Permanent		
Supervisory responsibilities	No		
Job Shares will be considered for this post	No		
This position requires travel around the county and the ability to work flexible hours.	Yes – travel would usually be limited within South Norfolk		

*\*To be completed by HR after evaluation has taken place*

### Overall Job Purpose:

*A brief statement about the main objectives of the post*

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Its purpose is to improve the wellbeing, mental health and employability of disabled and disadvantaged people whilst contribution to the economy of our communities.

RF Works Coach roles operate as a team within a social business, providing encouragement, guidance and training in a work-base setting to disabled and/or disadvantaged individuals who often face barriers to meaningful employment and social engagement.

A primary objective of the role is to promote choice and control when working with individuals, reducing support and dependency as independence increases towards an employment goal. Through the development of a trusted relationship with participants, the post-holder will conduct a holistic needs assessment and develop a mutually agreed plan to address individual employment & skills needs related to paid work aspirations, breaking down barriers towards paid employment. Regular, recorded reviews on progress/achievement of identified goals will be undertaken with individuals.

The post holder will offer tailored wellbeing and work-based activities in a socially inclusive business setting that supports people to acquire/enhance practical life and work-readiness skills.

**\*\*This role is subject to an (enhanced) DBS check.**

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

01473 242500

info@realisefutures.org

www.realisefutures.org

Registered No 7828443 England and Wales

## **Main Duties and Responsibilities:**

*A brief description of the most important tasks of the post*

Working with individuals from initial engagement through to identified progression routes and exit via individual holistic needs assessments that inform a documented coaching and training plan with SMART objectives that specifically relate to wellbeing, life skills, training and, where appropriate, employment support.

Develop, coordinate and manage a timetable of individual and/or group coaching & training sessions that will incorporate employment-readiness skills and facilitate referrals and progression into education, training and employment.

Provide guidance and support to individuals with agreed work-based tasks and wellbeing activities that assist in the promotion of independence and enable development of practical life skills and positive social interaction.

Undertake regular recorded reviews of each plan with individuals, identifying progress against key goals ensuring all opportunities offered reflect the person's outcomes and actively improve their wellbeing, skills and work-preparedness.

Support and assist individuals in a safe, practical, reliable manner and in ways acceptable to the individual, which promotes self-determination and encourages experience of life, which may involve positive risk taking.

Following company policies and procedures, ensure all individuals are safe and safeguarded at all times.

Key point of contact and liaison with Norfolk County Council's Skills & Employment Team, Adult Learning Service and TITAN Travel team to ensure that people are supported to progress into paid employment opportunities as appropriate.

Working with colleagues and external agencies, maintain up-to-date knowledge of Local Labour Market Information and availability of Information Advice & Guidance that informs each participants goals.

Create and maintain effective relationships with the significant people in an individual's life e.g. parents/carers, social work teams, training providers and support agencies.

To work within the internal RF Works Quality Framework and external Norfolk County Council's ensuring that services delivered meet the contractual standards and comply with company policy and procedures

To maintain confidentiality at all times in line with the company's Data Protection obligations, unless a disclosure is necessary to protect the health, safety or welfare of an individual.

## 1. Know-How:

*Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.*

The skills, expertise, and training required for the job are:-

- Working knowledge and practical experience of working with adults with disabilities and/or disadvantage in a training/mentoring or support setting
- Awareness of the guidelines of relevant legislation (e.g. the Mental Capacity Act 2005 and the Care Act 2014), specifically in relation to people with Learning Disabilities and/or Autism
- Experience of working with outcomes and goals, applying the 'solution-focused' approach when supporting individuals to achieve aims and increase independence.
- Proven application of effective Health, Safety and Welfare (Safeguarding and Prevent) practice.
- Proven organisational skills, that demonstrate ability to prioritise and manage tasks and people to meet deadlines and deliver services within contractual requirements/boundaries.

Specific qualifications or training essential to the job are:-

- Level 3 in IAG/Coaching/Mentoring, or equivalent
- Minimum Level 2 qualification in the Health & Social Care sector and/or relevant experience.
- Certificate in Competency training (an internally accredited qualification aligned to the Learning Disabilities Core Skills Training Framework – *this will form part of mandatory training for new recruits to the role*)
- Level 2 English & Maths (with ability to demonstrate knowledge and application in progress reviews and supported activities)
- Proven application across Microsoft Office applications

The amount of forward planning required in the job is:-  
Medium

- Experience of successful medium- and long-term planning (i.e. from 12-week planning up to 2-year training/coaching programmes)

	<p>The type of communication and interaction needed in the job is:-</p> <ul style="list-style-type: none"> <li>• Good levels of influencing and negotiating skills, to ensure effective multi agency working.</li> <li>• Ability to accurately record and maintain systems providing timely information for reporting purposes Ability to work effectively in a team environment at all levels.</li> <li>• Excellent communication skills that relate to differing audiences and levels of ability; this will include multi-agency professionals, as well as people with communication difficulties.</li> <li>• Recognise that different levels of support are necessary at different times being mindful of how individuals are feeling</li> <li>• That particular regard will be paid to the ethnic, religious and cultural heritage including psychological and emotional well-being of individuals</li> </ul>
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<p><b>2. Problem-Solving:</b></p> <p><i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i></p>	<p>The level of analysis, evaluation and problem solving required in the job are:- <i>Medium</i></p> <ul style="list-style-type: none"> <li>• Proven ability to analyse complex data and situations to inform best practice.</li> <li>• Implementation planning that is SMART, effectively monitored and evaluated.</li> <li>• The ability to resolve sometimes complex communications and behaviours when working with groups of people with varying needs.</li> <li>• Independent thinking to resolve day-to-day issues within company guidelines and funding parameters.</li> <li>• Structured and logical problem-solving approach</li> </ul> <p>The level of creativity and/or original thought to resolve issues is:- <i>Medium</i></p> <ul style="list-style-type: none"> <li>• Employing pragmatic but innovative approaches to training/coaching practice and partnership working, ensuring options agreed with individuals meet specified need.</li> <li>• Flexible and creative approaches to stakeholder and partnership working that conform to a needs led service</li> <li>• To understand individual's potential difficulties with tasks/activities and devise methods and training techniques to aid them.</li> </ul>
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	<ul style="list-style-type: none"> <li>This role is encouraged to challenge and suggest ideas that improve choice and diversity of activities within the social business environment</li> </ul>
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<p><b>3. Accountability:</b></p> <p><i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.</i></p>	<p>The amount of freedom to take decisions in the job is:- Nature of impact:- <b>Medium</b></p> <ul style="list-style-type: none"> <li>In conjunction with the Manager and within the framework of budget limitations, this role allows for freedom in local decision making on the appropriate design and delivery of the provision that meets individual need.</li> </ul> <p>Magnitude of impact:- <b>Medium</b> • Post holders are an integral part of a team responsible for the provision of a professional, person-led social care support service for vulnerable adults that is integral to the brand of Realise Futures as a Supported Business. RF Works Coaches are vanguards of the company values as promoters of supported employment and wellbeing provision for adults with disabilities, accounting for approximately one quarter of the company's turnover.</p>
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

### Evaluation

D 1 2 (152)

D 3 (29) - 43

D1 C - 57

Total Hay points - 252