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Job Title: Employability and Vocational Coach

Department: Adult Learning and Employability

Location: Kingsland hub

Reporting to: Personal Development Lead

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## INTRODUCTION

PBHA is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for both staff and service users. PBHA is striving to provide an excellent training and employment service for its tenants and participants. As part of our vision for growth and excellence we require a motivating trainer and coach who can support the training and progression function across our social enterprises and in our classrooms, taking participants through their progression journey from skills development to paid employment.

## Putting the role in context

The Employability and Vocational Coach helps PBHA achieve our mission through supporting each participant to enjoy life and make a contribution to society through meaningful vocation. The post holder will spend a large proportion of their time in our social enterprises where our learners, most of whom have long term conditions or disabilities, undertake training and work placements, delivering PBHA's Customer Service, Hospitality, Retail and entry level catering. The post holder will work closely with the Enterprise staff to agree and plan the training opportunities that emerge from the day to day running of the enterprises. The post holder will support participants to convert their skills development activities into employment outcomes and provide tailored in work support to enable sustained job outcomes and foster positive self regard and personal development.

## Aims of the Post

### Summary:

### The Employability and Vocational coach will provide

- On the job training
- Teaching Employment Skills
- Supporting progression opportunities via Employer engagement
- One to one coaching and vocational profiling

### Specific Responsibilities

- Source and arrange work experience and employment in accordance with participants. This will involve working with PBHAs enterprises and external employers.
- Plan and deliver training and coaching for PBHA participants.
- Case work clients to ensure the achievement of individuals' goals and the meeting of project related employment and progression targets (these are drawn from a variety of funding streams).

- Deliver basic customer service, retail and employability training to PBHA learners across PBHA's community sites in Hackney and Islington.
- Produce schemes of work, and lesson plans, working closely with learners to define learning aims and to produce Individual Learning Plans where appropriate.
- Contribute towards the development of an adult learning service that is sensitive and skilled in dealing with learners who have a long term condition, including mental health conditions, learning disabilities and/or autism
- Ensure that clients develop the range of vocational and personal skills required to approach employment and progression opportunities with confidence.
- Implement strategies to support learners to attend regularly and to complete their training.
- Prepare effectively for inspection and audit (Ofsted, commissioners etc) work closely with the Adult Learning and Employability team to plan, review and develop PBHA's adult learning curriculum.
- Build a range of external partnerships, including with the DWP, that will facilitate easier access to jobs and training opportunities for clients, including developing creative approaches to challenging stigma and self stigmatisation.
- Engage with PBHA housing colleagues to encourage and support tenants to participate in PBHAs adult learning services.
- Work with tenants and participants to make the adult learning services relevant to them, in particular encouraging co production and the learners' voice.
- Support opportunities for tenants and participants to realise their strengths, including creating opportunities to share experiences and peer support.
- Liaise with Enterprise staff to ensure that the training operates smoothly alongside the running of the Enterprises (Outpost, Coffee bar, Hospitality, Joinery). The post holder must be prepared to work with Enterprise staff to plan specific training courses and/or modules.
- Produce appropriate teaching and learning materials, using and developing on line learning as part of PBHA's Digital Inclusion Strategy.

## **General Responsibilities**

- Ensure adherence to PBHA policies and procedures
- Participate in key meetings
- Contribute to policy development, income generation, strategic and annual planning, corporate and cross-team activities, external partnerships and promotional activities as required
- Promote, develop and support PBHA's ethos, values and impact

### **All staff are expected to:**

- Work co-operatively as part of a team and with other teams
- Be involved in the selection and training of new workers and volunteers
- Participate in staff training and development activities, staff supervisions, appraisals and all relevant meetings
- Ensure the observation of all PBHA's policies and practices, including those relating to equality and diversity, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and disciplinary
- Plan and organise own work with a minimum of day to day supervision
- Undertake all other reasonable duties

## **General Information**

Please note that:

- Post holder must recognise the needs of the organisation to change role as is necessary for development.
- All PBHA work premises are non-smoking.

## **Access Information**

The Kingsland Hub site has one level and is accessible to wheelchair users.

## **Accountability**

The post holder is accountable to the Personal Development Lead.

## **Main Conditions of Service**

This is a part time position. The post is for 30 hours per week, 4 days per week, Monday – Friday, 7.5 hours per day. Duties will occasionally be carried out over evenings and some public holidays. Overtime is not paid but time off in lieu is given.

Annual leave entitlement is 26 days per year plus normal bank holidays pro rata (inclusive of bank holidays). This will rise after each completed year of service to a maximum of 30 days.

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The salary for this post will be in the range of £26132 - £28438 points 25 to 28.

Post holders will be eligible for membership of the organisation's contributory pension scheme.

In common with all posts at PBHA, confirmation of appointment is subject to a probationary period (6 months).

# ROLE REQUIREMENTS

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the role requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

The minimum experience required for the post is:

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by\*

A, I Experience of working with people who have experienced barriers to motivation and work, including people with disabilities, long term health conditions and chronic exclusion

A, I Experience of recruiting and placing people into employment or onto training or/and educational programmes.

A, I Experience of liaising with a range of relevant agencies and experience of marketing services to employers

Significant experience delivering high quality training and assessment services in an adult learning environment.

DTLLS or equivalent and recent relevant experience in the retail industry.

Experience of quality standards such as OFSTED and accreditation frameworks and developments in Adult Education.

Experience of forging and maintaining effective partnerships, both internal and external.

A, I Experience of successful project and/or course delivery.

A, I Commitment to continual professional development.

**The competencies required for the post are the ability to:**

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Be able to demonstrate experience and knowledge of multi-agency and partnership working

Demonstrate empathy, determination and resilience, building trust and hope.

Plan a strategy that supports clients to identify their employment and training goals, and develop plans towards achieving them in a limited period of time

Ability to build positive partnerships with employers and make the business case for a diverse workforce to support progression and job outcomes

Deliver motivating training sessions that inform and inspire clients. Create momentum, focussing on strengths and aspirations- challenging stigma and self limiting beliefs.

Establish productive partnerships with a range of key stakeholders, internal and external to ensure that project targets are met

Able to assess clients' needs and complete Outcomes Star, ILPs, Action plans and where appropriate all Skills Funding Agency documentation.

Able to deliver flexible teaching, coaching, training sessions that achieve specific learning goals and/or project outcomes through excellent learner attendance, retention and achievement

Able to deliver to agreed service specifications and outcomes.

**It is desirable that the candidate will have:**

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by\*

- The experience of developing projects to increase the success of job profiling, job matching, job carving and job retention
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (IQA)

- Experience in retail
- A willingness to use and develop ICT as a tool to enhance learning.
- Experience of and/or coaching qualification.
- Working knowledge of Motivational Interviewing or Brief Solution Focused Therapeutic approaches
- Specific experience of developing materials for adults with learning disabilities and/or autism
- A record of achieving good and above for Observation, Teaching, Learning, Assessments (OTLA).

**The successful candidate will need to be committed to:**

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by\*

- A
- PBHA's Equality and Diversity policy
  - Co-operative team working.
  - Have the flexibility to accommodate work responsibilities that occasionally extend beyond normal working hours at short notice.

**Assessed by\***

- A Assessed through Application Form  
I Assessed through Interview  
T Assessed through Assessment