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**Job Outline**

##### Post: Work Coach - English as a Second other Language (ESOL)

##### Service: Housing and Communities Vibrant Communities

**Section:** Vibrant Communities

**Grade:** Grade 6 – This post is funded by the Parental Employment Support Fund

**Job Purpose:** Provide intensive employability support for ESOL parents both in and out of work, helping to tackle in work poverty, and enhance links between local employability services, Vibrant Communities in East Ayrshirein order In order to assist with the promotion, delivery and integration of the key objectives in relation to those identified within the Vibrant Communities Plan and the Community Plan.

1. **KEY DUTIES & RESPONSIBILITIES**
2. Encourage and support ESOL parents in the direction of employability opportunities which enables them to take up suitable sustainable employment and/or support employed ESOL parents to undertake upskilling opportunities.
3. Develop and action personal development plans (PDPs) with ESOL parents in and out of work, to identify and support the removal of barriers they face in progress into suitable sustainable and/or higher skilled employment.
4. Provide access to appropriate in-work support to extend and enhance the professional and skills development of ESOL parents.
5. Establish and maintain effective working relationship with partner agencies, parental forums and employers to make and receive referrals
6. Assist ESOL parents to create competitive high-quality CVs, undertake extensive regular job searches, to complete job application forms and make speculative job applications and review these developing skills on an ongoing basis
7. Work, intensively, with unemployed ESOL parents to effectively prepare them for interview and arrange mock interview sessions.
8. Provide support for employed ESOL parents to ensure skills development for progression into sustainable fair employment.
9. Develop strong links with job brokerage services and pipeline services to promote suitable vacancies and match unemployed parents to advertised and brokered job and training opportunities
10. Ensure the client tracking system is updated timeously and that all information is accurate and current.
11. Ensure all paperwork required by management is completed in compliance with the terms and conditions of funding bodies.
12. Assist in the development and promotion of outreach services in local communities to effectively engage with ESOL parents and signpost them to upskilling pipeline opportunities.
13. To ensure protection of all vulnerable persons and follow departmental procedures as appropriate where issues of concern are presented.
14. To provide cover and backup to other officers, supporting them to meet targeted outcomes
15. To undertake training and staff development as required
16. To attend and be pro-active within team meetings as required
17. To work flexible hours as required meeting the needs of individual job seekers
18. **GENERAL RESPONSIBILITIES**
19. Ensure that any materials, equipment and vehicles provided to assist in carrying out the duties of the post are properly secured in accordance with the Council’s policies and procedures
20. Utilise and maintain effective information and administrative systems
21. Promote the health and safety of employees at work and of service users through the implementation of the Council’s policy on health, safety and welfare at work and departmental Health and Safety arrangements in accordance with all relevant statutory requirements
22. Ensure that all activities for which the post holder is responsible are delivered in accordance with the Council`s Equality and Diversity Policies and the statutory and general and specific Equality Duties
23. that the Council’s Customer First Service Commitment is followed in all dealings with the people we serve
24. Represent the section at appropriate external events and meetings in accordance with the remit and status of the post
25. Participate in the East Ayrshire General Employee Review (EAGER) process annually in accordance with the Council’s set arrangements
26. Ensure Horizontal Themes are considered and integrated into all Strategic Intervention and Operation structures.

**Person Specification**

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| Designation: Work Coach (ESOL) | Post No: |
| Service: Housing and Communities | Section: Vibrant Communities |

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| **Attributes:** | **Essential Criteria** | **Desirable** |
| Qualifications | * SVQ II in a relevant discipline or equivalent demonstrable experience | * HNC, HND, in relevant discipline * ECDL (European Computer Driving Licence) * Experience of delivery, assessment and/or verification of industry recognised qualifications or certification. |
| Knowledge & Skills | * Knowledge of the current labour market and local/national employability services. * Knowledge of local employers. * Knowledge of interview techniques * Knowledge of vocational training requirements and an understanding of the qualifications framework as well as qualifications accredited through the Scottish Qualifications Authority * Report writing skills * Presentation skills * ICT skills * Ability to engage and develop positive, effective working relationships with partner organisations and other stakeholders * High standard of written and verbal skills and familiar with producing reports and maintaining records * An ability to engage positively and supportively with ESOL parents. * Ability to understand the barriers that ESOL parents face when seeking employment. * Proven teamwork, time management and organisational skills. * Ability to motivate self and others and use own initiative * Ability to demonstrate an understanding of individuals need and the key elements of person centred planning | * Knowledge of Health & Safety policies and procedures * Knowledge of the guidance relating to the eligibility criteria for Parental Employment Support Fund. * Knowledge of disability equality and legislation. * Knowledge of the welfare benefits system & issues as they relate to employment * Good understanding and knowledge of ESOL support practice. * Ability to use innovative and imaginative approaches in relation to engaging and supporting the target group. * Driving licence. |
| Experience | * Experience of working with unemployed service users to support them to progress to a positive sustained destination * Previous experience of working with individuals who face barriers in their daily life * Experience of supporting individuals to achieve goals and ambitions * Experience of preparing personal development plans (PDP) * Ability to facilitate person centred support for individuals * Experience of using MS Office and other MIS applications * Experience of using manual and electronic job search * Experience of arranging and delivering internal and external training for parents, both in a one to one, and group setting. * Experience in supporting individuals who face barriers in their everyday life. * Experience of providing support to individuals to achieve goals and ambitions. * Experience of working with a range of partners, support agencies and employers. | * Experience of recruitment and selection interviewing * Experience of working with people with barriers to employment or skills development. * Experience of coaching/mentoring individuals * Experience of providing training to individuals within a workplace environment. * Understanding of a multi-disciplinary approach to service delivery * Experience of arranging and delivering internal and external training for ESOL parents, both in a one to one, and group setting. |
| **Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours** | | |
| **Quality** | **Behaviour** | |
| Flexible | * Have an open mind and look for better ways of doing things. * Embrace new technologies to improve services for the people we serve. * Welcome opportunities to learn and grow. | |
| Approachable | * Develop positive and productive relationships with everyone. * Listen, notice, respond and engage. * Manage our reactions and think about how our behaviour affects others. | |
| Caring | * Embrace working in a team and working with others. * Take pride in your role, serving our community and strive to be the best we can be. * Be kind to others and to ourselves. | |
| Empowered | * Have the courage to try new things. * Work with others to find the best solutions. * Help everyone to realise their full potential. | |