



## INTACT JOB DESCRIPTION – Transformational Coach

<b>Job Title:</b>	Transformational Coach – Changing Futures
<b>Scale:</b>	£20,638 per annum
<b>Hours:</b>	35 hours per week
<b>Responsibility to:</b>	Chief Executive Officer
<b>Reporting to:</b>	Community Development Manager
<b>Location:</b>	Intact, 49 Whitby Avenue, Ingol, Preston PR2 3YP

### **Job Purpose:**

1. Engage, mentor and progress people furthest away from work to learn, grow and develop in their personal lives.
2. Develop Intact's partner range and relationships to best support people participating in the project.
3. Contribute to the successful delivery of the 'Changing Futures' project by provision of end to end support for participants to consider options to improve their employment prospects and engage in work readiness activity.
4. Work across the partnership utilising support resources from partner specialists for participants to overcome barriers to work.

### **Specific Duties and Core Responsibilities:**

#### **Engagement and Progression**

1. Work to identify appropriate pre-work people to the project.
2. Actively raise awareness of the project to local people and harder to reach groups.
3. Manage a caseload of pre-work people and ensure that participants secure sustainable progression outcomes and sustainment targets, through a consistent and accessible approach.
4. Carry out initial and regular assessments of participants to enable tailored support to be offered.
5. Keep participants engaged and empowered in order to enable them to secure sustainable progression outcomes by carefully planning activity to meet their individual needs.
6. Motivate participants by setting realistic and achievable targets around their development of skills and progression aims.
7. Manage and review your caseload, planning future pipelines of activity to ensure service provision is fully utilised.
8. Achieve agreed individual and team targets in relation to starts, attendance, retention, appropriate and timely achievement, participant's progression and sustainment.
9. Match participants to suitable progression opportunities and encourage them to fully engage in the attainment of sustainable outcomes. eg. digital inclusion
10. Provide tailored delivery programmes to groups of participants to help them progress.
11. Where appropriate signpost participants to other appropriate provisions and external agencies, to ensure progression, utilising the Building Better Opportunities partnership network.
12. Support participants wanting to gain new experiences through volunteering, by identifying appropriate opportunities and liaising with the Community Development Manager as required.
13. Responsibility for ensuring quality service is provided, including keeping accurate records, in both electronic and paper form.

14. Co-create and regularly review individual action plans, informed by an initial diagnostic, to include a range of planned activities, ie employability and personal.

### **Partnership Development**

13. Liaise and develop strong links with external providers eg local job centre, recruitment agencies, education and training providers, specialist partners.

14. Identify appropriate training providers to deliver Further Education and/or formal training programmes to beneficiaries as required.

15. Contribute to the sharing of good practice and support continuous improvement.

16. Participate directly or indirectly in marketing the Company's services to employers, colleges and training providers.

17. Promote a positive image of the organisation and all of the services it delivers.

### **Employability**

18. Manage 1-2-1 and group sessions for job search and CV workshops based around employer demand.

19. Provide support to beneficiaries in completion of CV's, application forms etc.

20. Where appropriate accompany participants to and from interviews and meetings that assist in their personal progression.

### **Monitoring and Evaluation:**

21. Ensure all attendance registers, enrolment forms, action plans and case notes are up to date recording all evidence for the evaluation of the Building Better Opportunities Employability project.

22. Ensure that all beneficiary details are appropriately recorded and available for audit.

23. Ensure evaluation forms are completed by all beneficiaries attending training/skills development.

24. Provide a quality service to beneficiaries and ensure a good standard of customer care is maintained.

### **Other Information**

25. Carry out any other duties related to this role, where necessary.

26. The volunteers and staff are ultimately responsible to the Board of Trustee/Directors.

27. The Transformational Coach will work under the direction of the Community Development Manager. There is a requirement to attend regular supervision/support sessions and to attend other meetings, where appropriate.

28. You will be required to work with staff and volunteers to ensure the effective running of Intact

29. You may be required to support others during busy periods and/or staff shortages, when necessary

30. You will be required to attend training programs as deemed appropriate.

You will be required to read the Intact Confidentiality Policy and Health & Safety Policy and to make yourself aware of and act on, your obligations to yourself and others under the Health and Safety at Work Act 1974. You will be required to work within the framework for Equal Opportunities set out in the INTACT Equal Opportunities Policy

### **CONDITIONS:-**

**Period of Contract** – It is a position of 35 hours per week for one year.

**Holiday entitlement** – 25 days pro rata plus 8 statutory days.