

**TBC (Graham Rankin)**

**Job Description**

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| **Job title:** | Job Coach (Back Office Skills) |
| **Accountable to:** | Head of Supported Training and Marketing |
| **Reporting to:** | Business Centre Manager |
| **Hours:** | 20 hours per week over 4 days (10am – 3pm)  Flexibility will be given regarding days worked, Monday - Friday |
| **Salary:** | £9,443.20 + 7% non-contributory pension scheme (after qualifying period). |
| **Location:** | Orchardville, 144 – 152 Ravenhill Road, Belfast, BT6 8ED |
| **Holidays:** | 21 days + 12 statutory days |
| **Duration:** | This role is funded by the European Social Fund. It is currently funded until March 2018, with an expectation of extension. |

**Main Purpose:**

The Job Coach (Back Office Skills) will provide direct support to people with learning disability and/or Autistic Spectrum Condition within a Social Enterprise setting. Support will involve on the job training and supervision of Service Users.

**Main Responsibilities**

1. **Operational Targets**

The post-holder will be required to support the achievement operational targets. This will include:

* Service User attendance at the Business Centre.
* Development and progression of Service User skills through skill evaluation.
* Encouraging Service User progression to other provision e.g. employment, voluntary work and further education.
* Facilitating volunteering throughout the organisation.

1. **Service Users**

* Working as directed to assist and support individuals with Learning Disability/ ASC whilst attending the Social Enterprise.
* Assisting Service Users to gain transferable skills by actively participating in 1-to-1 and group monitoring support.
* Reinforcing appropriate work behaviour in all settings.
* Ensuring Service Users attending receive the appropriate level of support required to sample the range of back office skills and tasks currently available.
* Motivate and mentor Service Users to achieve personal goals.

1. **Other Stakeholders**

* Liaising with colleagues and families to ensure smooth running of placements.
* Ensuring that our customers exacting needs and deadlines are met.

1. **Quality Assurance**

* Contribute to self-evaluation and quality improvement panning process in the organisation to ensure delivery of high quality services and outcomes for Service Users.
* Ensure all Service User information is recorded and compliant with Orchardville processes and procedures in line with your remit. This will include:
* Compiling written records and progress reports.
* Inputting information onto Social Impact Tracker (internal database) and EU database (external) as required.
* Monitoring and recording progression and outcomes of Service Users within the Social Enterprise.

1. **Health & Safety**

* Ensuring all aspects of H&S, in line with your remit, are adhered to and compliant with organisational processes and procedures as outlined in staff hand book.
* Reporting potential risks in relation to Service User safety; ensuring risk management procedures are followed as required.

1. **Training, Development & Practice**

* Taking part in quarterly Planning & Development meetings and annual appraisal with line manager.
* Identifying personal and departmental training needs and providing comprehensive feedback on training undertaken.
* Ensuring the core values of Orchardville (**E**mpowerment, **Q**uality, **U**ser, **I**ntegrity and **P**assion) are evident and form the basis of professional conduct.

1. **General**

* All employees have a duty to perform the job in accordance with our policies and procedures, especially the Equal Opportunities and Dignity at Work policies.

In addition to the above duties the Job Coach (Back Office Skills) is expected to be flexible and undertake other duties and additional tasks that may be required due to changing priorities or circumstances.

**Personnel Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Education and Qualifications** |  |  |
| 4 GCSE’s (Grade A-C) or equivalent qualification | **✓** |  |
| Third Level qualification |  | **✓** |
| Vulnerable Adults / Child Protection Training |  | **✓** |
| **Additional Training** |  |  |
| None |  |  |
| **Experience** |  |  |
| 6 months experience of working with people with Learning Disability / Autism Spectrum Condition in either a personal, training, or employment setting | **✓** |  |
| Experience and knowledge of learning disability around employment |  | **✓** |
| Experience and knowledge of Sage Line 50 Accounts |  | **✓** |
| **IT / Technology** |  |  |
| Proficient in the use of Microsoft Office applications including Word, Access, Excel etc. | **✓** |  |
| **Required Behaviours** |  |  |
| Proven ability to deliver results within agreed timescales | **✓** |  |
| Able to demonstrate flexibility within role | **✓** |  |
| Ability to use initiative and make decisions within remit | **✓** |  |
| Able to demonstrate good communication and organisational skills | **✓** |  |
| Proven track record of working within a team to achieve outcomes | **✓** |  |
| Demonstrate organisational values of **E**mpowerment, **Q**uality, **U**ser focused, **I**ntegrity, **P**assion (EQUIP) | **✓** |  |
| **Special Circumstances** | | |
| Successful candidates will be required to undergo an Access NI disclosure check. | | |

**NB:** Criteria may be enhanced to assist short-listing.