

Job Description

Job Role: Careers and Employment Coach

Service: Youth Employment Hub

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC7 £31,067
Location:	Youth Employment Hub; 57-59 Blueschool Street, Hereford
Responsible to:	Youth Employment Hub Co-ordinator

Main purpose of the role

- The role will support the effective delivery of Herefordshire's new Youth Employment Hub. The Hub will provide advice, guidance and support to all young people aged 16-24 to help them gain skills to access education, training and employment. Working with partnerships and agencies across the county, the Youth Employment Hub will have dedicated support on hand to help prepare Herefordshire's young people for the world of work. It will advise on the local job market, training opportunities and further education as well as supporting with CV's, interview skills and well-being.
- The post holder will provide coaching, mentoring and advice for young people aged 16 to 24, building on their strengths, empowering and equipping them to gain paid work, volunteering, further education, training, apprenticeships or work experience.
- The Careers and Employment Coach will work closely with the Youth Employment Hub Co-ordinator, the other careers and employment coaches within the Hub and partnership agencies to ensure the most comprehensive and suitable support options are provided for the young people they are working with.
- Support the day-to-day operation and activity of the Youth Employment Hub, and associated Hub Programme (s).
- Manage a caseload of young people aged 16 to 24 and support them to achieve positive employment, education and training outcomes.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • To work with a caseload of young people aged 16 to 24, who have a wide variety of different needs and backgrounds and accurately identify necessary support 	<ul style="list-style-type: none"> • Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To provide coaching, mentorship and advice relating to apprenticeships, further education, volunteering and work to young people aged 16 to 24 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To carry out an initial assessment of the young people who engage with the service and accurately identify and understand their needs and potential barriers to education/employment. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To identify, engage and empower young people, aged 16-24, and help them progress into the job market, adopting a holistic, person-centered and strengths-based approach 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To plan, deliver and evaluate the young person's journey; using an action/development plan to support this 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To be a point of contact for local young people, aged 16 to 24, referral partners and parents/guardians 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To develop, deliver and/or co-ordinate delivery of 121 or group support sessions to young people that support overcoming barriers e.g. budget planning, travel training, confidence building and sessions with a specific focus on employability skills, job searching and information, advice and guidance 	<ul style="list-style-type: none"> weekly
<ul style="list-style-type: none"> Source job opportunities through tailored job search and regular contact with employers 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> To signpost service users to partnership agencies to ensure that the young person's needs are fully supported and attended to 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To work in the team to develop new in-house support programmes to respond to changing needs as appropriate 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> To maintain regular contact and in-work support with young people at agreed intervals to help them maintain their work experience, job role, apprenticeship, education and/or volunteer placement – ensuring that service users demonstrate and sustain progression into apprenticeships, education and employment. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To be able to and recognise the need to, modify and adapt methods of communication as appropriate. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Develop effective working relationships with a range of external local organisations, businesses and community contacts in Herefordshire, to help individuals to achieve their goals for example local colleges, training providers, employers and voluntary and community organisations 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To keep full and accurate records of all work undertaken whilst ensuring that sensitive and confidential data is stored accurately and appropriately on the Hubs CRM system in line with data protection and GDPR 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Organising events such as jobs fairs, interview workshops and personal development workshops 	<ul style="list-style-type: none"> When needed
<ul style="list-style-type: none"> To support young people's participation in the Youth Employment Hub through a Youth Voice 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> The post holder must at all times carry out his/her responsibilities with due regard to the Council's policy and arrangements for Health and Safety at Work. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To seek senior advice as and when appropriate for challenging or complex cases or incidents 	<ul style="list-style-type: none"> Daily/Weekly
<ul style="list-style-type: none"> To attend and participate in team meetings 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To proactively develop an in-depth knowledge of the local labour market, service provisions and keep up to date with legislative changes and new initiatives 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To participate in relevant training and development in identified partnership with Line Manager 	<ul style="list-style-type: none"> Quarterly



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Good educational standard to A Level or equivalent NVQ Level 3 or substantial relevant experience 	Essential	A, I
<ul style="list-style-type: none"> At least 5 GCSEs at Level 4 or above to include English and Maths 	Essential	A, I
<ul style="list-style-type: none"> A range of recognised qualifications in associated fields such as: NVQ level 4 or 6 Information, Advice and Guidance or Dip CG/QCG: Employment Support qualifications: Teaching qualifications: Coaching or mentoring qualifications 	Desirable	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Able to demonstrate substantive experience of having effectively worked with young people aged 16 to 24 seeking information, advice and guidance on education, training, employment and related issues 	Essential	A, I
<ul style="list-style-type: none"> Proficient in managing caseloads, ensuring customers are supported in a timely manner, and outcomes are evidenced 	Essential	A, I
<ul style="list-style-type: none"> Knowledge and understanding of the barriers and issues affecting unemployed young people with 	Essential	I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
additional needs, particularly those facing multiple barriers and the possible challenges of working with a rural county		
<ul style="list-style-type: none"> Demonstrable ability to work within a multi-disciplinary and inter-agency setting 	Essential	A, I
<ul style="list-style-type: none"> A working understanding of safeguarding children and young people and how to maintain appropriate professional boundaries 	Essential	A, I
<ul style="list-style-type: none"> Demonstrable ability to work effectively as part of a team 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of local and national support initiatives for young people who are not in education, employment or training 	Desirable	A, I
<ul style="list-style-type: none"> Good working knowledge of employment programmes and routes to employment 	Desirable	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Proven ability to work independently and make decisions about individual young people 	Essential	A, I
<ul style="list-style-type: none"> Ability to work effectively with a wide range of people and agencies 	Essential	A, I
<ul style="list-style-type: none"> An ability to empathize with, and provide an holistic, person-centered and strengths-based approach when working with young-people 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> To have an insight into Youth Unemployment challenges and be able to adopt ways to creatively communicate labour market intelligence and opportunities 	Desirable	A, I
<ul style="list-style-type: none"> Ability to plan, deliver and evaluate activities for young people 	Essential	A, I
<ul style="list-style-type: none"> Demonstrable excellent organizational skills and report writing skills including a good level of numeracy and literacy 	Essential	A, I
<ul style="list-style-type: none"> An ability to understand the challenges of youth unemployment for young people including mental health, disability, young parents, care leavers, ex-offenders and young homeless people. 	Desirable	A, I
<ul style="list-style-type: none"> Excellent communication skills with both young people and adults 	Essential	A, I
<ul style="list-style-type: none"> Ability to use technology effectively and efficiently including customer databases as well as being proficient in Microsoft Excel and Word and online communication platforms (including Teams) 	Essential	A, I
<ul style="list-style-type: none"> Flexibility and willingness to vary and change work schedule and work outside office hours where necessary 	Essential	A
<ul style="list-style-type: none"> Able to travel to and work from locations across Herefordshire 		A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care





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and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

