Job Description

Job Role: Careers and Employment Coach

Service: Youth Employment Hub

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC07
Location:	Youth Employment Hub; 57-59 Blueschool Street, Hereford
Responsible to:	Youth Employment Hub Co-ordinator

Main purpose of the role

- The Careers and Employment Coach plays a key role in the delivery of Herefordshire's Youth Employment Hub, providing person-centred information, advice, and employability support to young people aged 16 to 24. The Hub is jointly funded by the Department for Work and Pensions and supports young people to overcome barriers, develop skills, build confidence and progress into education, training, employment, apprenticeships, volunteering and work experience opportunities.
- Working collaboratively with Jobcentre Plus, education and training providers, employers and partner organisations across Herefordshire, the post holder will empower young people to recognise their strengths, identify their aspirations and take positive steps towards achieving their goals.
- The Careers and Employment Coach will work closely with the Youth Employment Hub Co-Ordinator, Careers and Employment Coaches and partner agencies to ensure young people receive the most appropriate and comprehensive support to meet their individual needs.
- Support the day-to-day operation, delivery and promotion of the Youth Employment Hub, and associated Hub Programme(s).
- Manage a caseload of young people aged 16 to 24, undertaking holistic initial assessments, developing and maintaining individual action plans and providing tailored coaching and support them to help them develop skills confidence and resilience to achieve positive employment, education and training outcomes.

Key Duties and Responsibilities	Frequency of Task
• 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.	• Daily
• To provide coaching, mentorship, information and advice relating to apprenticeships, further education, volunteering and work to young people aged 16 to 24.	• Daily
• To carry out an initial assessment with the young people who engage and accurately identify and understand their aspirations, strengths, support needs and potential barriers to education/employment.	• Daily
• To identify, engage, re-engage and empower young people, supporting them to develop the confidence, skills and resilience required to progress into employment, through a holistic, person-centered and strengths-based approach.	• Daily
• Develop individual action plans that reflect each young person's needs, strengths and aspirations. Use an Outcomes Star to support this.	• Daily
• To be a point of contact for local young people, aged 16 to 24, referral partners and parents/guardians.	• Daily
• To develop, deliver and/or co-ordinate delivery of 121 or group sessions for young people that support them to develop skills and overcome barriers e.g. budget planning, travel training, confidence building and sessions with a specific focus on employability skills, job searching and information, advice and support.	• Weekly
• To develop and maintain positive relationships with employers, training providers and partner organisations to identify and promote employment, apprenticeship, work experience, volunteering and training opportunities for young people.	• Daily
• To work collaboratively with statutory, voluntary, community and education partners to coordinate support, facilitate signposting and referrals and deliver effective multi-agency interventions that improve outcomes for young people.	• Weekly
• To maintain regular contact and in-work support with young people at agreed intervals to help them maintain their work experience, employment, apprenticeship, education, training and/or volunteer placement. Helping young people achieve positive and sustainable outcomes.	• Weekly
• To be able to recognise the need to modify and adapt methods of communication as appropriate.	• Daily

Key Duties and Responsibilities	Frequency of Task
• Develop effective working relationships with a range of external local organisations, businesses and community contacts in Herefordshire, to help individuals achieve their goals. For example, working relationships with local colleges, training providers, employers and voluntary and community organisations.	• Daily
• To maintain accurate, timely and professional records of all interventions, contacts, outcomes and progression activity, ensuring sensitive and confidential information is recorded and stored securely on the Hub's Client Record Management system in accordance with data protection, GDPR and organisational policies.	• Daily
• To work collaboratively to design, develop and organise events such as jobs fairs, interview skills and personal development workshops in response to local need and demand.	• When required
• Represent and promote the Youth Employment Hub at events, workshops, careers activities, employer engagement opportunities and partnership meetings, acting as an ambassador for the service.	• When required
• Support young people's participation in the Youth Employment Hub through a Youth Voice	• Daily
• 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.	• Daily
• To seek senior advice as and when appropriate for challenging or complex cases or incidents.	• Daily/Weekly
• To identify, respond to and appropriately report safeguarding and welfare concerns in line with organisational policies and procedures, supporting young people who may be experiencing complex barriers including mental health challenges, housing issues, financial hardship, family circumstances and other vulnerabilities.	• Daily
• To attend and participate in team meetings and partnership meetings.	• Weekly
• 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	• Weekly
• To participate in relevant training and development in identified partnership with Line Manager.	• Quarterly

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Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
• Good educational standard to A Level or equivalent NVQ Level 3 or substantial relevant experience	Essential	A, I
• At least 5 GCSEs at Level 4 or above to include English and Maths	Essential	A, I
• 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		
• 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
• Proficient in managing caseloads, ensuring customers are supported in a timely manner, and outcomes are evidenced	Essential	A, I
• Knowledge and understanding of the barriers and issues affecting unemployed young people with additional needs, particularly those facing multiple barriers and the	Essential	A,I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
possible challenges of working with a rural county		
• Demonstrable ability to work within a multi-disciplinary and inter-agency setting	Essential	A, I
• A working understanding of safeguarding children and young people and how to maintain appropriate professional boundaries	Essential	A, I
• Demonstrable ability to work effectively as part of a team	Essential	A, I
• Knowledge of local and national support initiatives for young people who are not in education, employment or training	Desirable	A, I
• Current knowledge of employment and training pathways and labour market intelligence	Desirable	A,I
Skills and Abilities		
• Proven ability to work independently and make decisions about individual young people	Essential	A, I
• Ability to work effectively with a wide range of people and agencies	Essential	A, I
• An ability to empathize with, and provide an holistic, person-centered and strengths-based approach when working with young-people	Essential	A, I
• 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

Requirements	Essential or Desirable	Identified by A – Application I – Interview
• Strong Employer Engagement skills to support essential job search as a KPI (Key performance indicator) and the ability to develop positive employer relationships maximising employment opportunities.	Essential	A, I
• Ability to plan, deliver and evaluate activities for young people	Essential	A, I
• Demonstrable excellent organizational skills and report writing skills including a good level of numeracy and literacy	Essential	A, I
• 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
• Excellent communication skills with both young people and adults	Essential	A, I
• 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
• Flexibility and willingness to vary and change work schedule and work outside office hours where necessary	Essential	A
• Able to travel to and work from locations across Herefordshire.		A,I

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