



## **JOB DESCRIPTION**

<b>Job Title:</b>	Supported Internship Job Coach/Employer Engagement
<b>Responsible to:</b>	Training & Development Coordinator
<b>Salary:</b>	£24,760 per annum
<b>Hours of work:</b>	35 hours per week (3 days Job Coach; 2 days Employer Engagement)
<b>Location:</b>	Truro
<b>Contract:</b>	Fixed term to September 2020

### **CRCC's mission**

'To enable Cornwall's communities to be vibrant, sustainable and inclusive'

### **Job purpose:**

- To work with young people with learning difficulties to identify job goals and aspirations
- To work with young people with learning difficulties to develop transferrable work related skills
- To find supported internship work placement opportunities for young people with learning difficulties that could lead to employment
- To help young people with learning difficulties maintain supported internship work experience placements
- To provide support for employers that enables them to offer supported internship opportunities.

### **Main duties and responsibilities**

#### **Pre-Placement**

- Undertake vocational profiling and assessment
- Source potential employers, identifying possible internships through cold-calling, visits, liaising with local businesses
- Undertake job matches
- Help interns prepare for interviews (including accompanying them)
- Support interns to develop CVs
- Provide travel and money training
- Source and gather relevant documentation for work
- Help interns with travel arrangements for work
- Accompany interns on visits to workplaces prior to starting a job

### **Workplace support**

- Attend workplace inductions and first day or first few days at work mentoring and confidence-building
- Learn the job role in readiness for training the intern
- Train interns to master tasks relevant to their work roles
- Break down tasks, sometimes applying systematic instruction techniques
- Model appropriate workplace behaviours
- Set targets and monitor and review progress
- Job carving - tailoring a job so it is suitable for a particular worker and their skills
- Encourage intern self-assessment/reflection
- Undertake regular workplace visits
- Observe interns in work environment
- Produce visual or written aids and reminders (eg step-by-step task list)
- Re-phrase or repeat employer instructions
- Check interns' understanding
- Negotiate an increase in responsibilities or new activities
- Support interns to try out new ways to do things if they are not successful at first
- Troubleshoot or advocate for intern when things go wrong
- Determine if an intern needs to move placement and arranging for that to happen

### **Support for employers**

- Explain an intern's strengths and support needs
- Advise on reasonable adjustments
- Share successful stories of others and how it can equally be successful for employers
- Be a first point of call if issues or problems arise and negotiating solutions
- Provide information about a particular condition or impairment
- Introduce the intern to his/her colleagues and offer advice on how to best support and include him/her
- Identify additional and/or more challenging tasks or roles that an intern could take on
- Suggest appropriate ways to explain tasks, develop supporting accessible resources of use to the wider workforce
- Ensuring interns are on task and meeting workplace standards and expectations (eg for time-keeping/attendance)

### **Towards the end of the internship**

- Negotiate opportunities for paid employment with employer providing internship
- Support interns in job search and application
- CV revisions
- Help interns prepare for and accompanying them to job interviews
- Signpost interns to other services (eg Access to Work) and if necessary liaise with these agencies
- introduce interns to other agencies (eg local supported employment services)
- identify volunteering possibilities

**Other roles during the internship**

- Mediate between parents and interns
- Keep parents informed of progress
- Provide mentoring support
- Report on progress to Training & Development Coordinator
- Provide mutual support for other Job Coaches
- Identify relevant further learning opportunities

*This job description outlines your main tasks and responsibilities but you may be asked to undertake further duties when necessary*

Signed: .....

Dated: .....

**PERSON SPECIFICATION – Supported Internship Job Coach/Employer Engagement  
(LDD Provision)**

		Essential	Desirable
<b>Qualifications</b>	Level 3 or above appropriate qualification (eg Learning Support, Youth Work or Job Coach specific)	✓	
	IAG level 3 or above		✓
<b>Experience</b>	English and Maths at level 2 or above	✓	
	Able to drive own transport between sites (business insurance required)	✓	
	Experience of delivering outcome focused job related programs	✓	
	Previous experience of delivering vocational qualifications such as NVQs or Apprenticeships		✓
	Experience of mentoring/supporting young people in an educational or work context	✓	
	Experience of generating work experience/volunteering/Internship placements	✓	
	Experience of employer engagement	✓	
	<b>Knowledge</b>	Strong knowledge of working with LDD learners	✓
Good knowledge of progression opportunities for LDD learners			✓
Sound knowledge and understanding of Safeguarding and Prevent		✓	
<b>Interpersonal Skills</b>	Able to build effective relationships with young people	✓	
	Ability to foster good relationships with employers, parents and carers	✓	
	Excellent communication skills and the ability to work as part of a team	✓	
	Assertive with the ability to always work for the best interests of the young person and their right to work	✓	
	Strong negotiation skills – able to achieve win/win outcomes for young people and for employers	✓	
<b>Technical Skills</b>	Strong IT skills in order to track outcomes and to communicate effectively	✓	
	Ability to store and transfer sensitive data in line with Data Protection legislation and CRCC's policies and processes	✓	
<b>Qualities</b>	Positive outlook	✓	
	Reliable and consistent in delivery and approach	✓	
	Approachable – learners and employers need to feel they can access support	✓	
	'Can do' approach and a commitment to the programme	✓	
	Enterprising – able to anticipate need and to see opportunities for development	✓	
	Persuasive – able to 'sell' the benefits of employing LDD learners	✓	

**[CRCC ROLE PROFILE]**

	Motivational – able to encourage and motivate others including exercising a 'tough love' approach when necessary	✓	
	Adaptable – able to use own initiative and multi-task in order to make things work for participants	✓	