

Work and Learning Coach, Brent, September 2021 – Job Pack

Job title: Work and Learning Coach

Department: Client Services

Reporting to: Work and Learning Manager

Salary: £38,552 per year

Hours: 35 per week

Location: Based in Crisis Skylight Brent; St Thomas's Road London NW10 4AJ

Contract type: Fixed-term contract for 6 months

Aim and influence

- Contribute to the development and delivery of a high-quality coaching and Information Advice or Guidance (IAG) service for homeless adults experiencing unemployment with a particular focus on those with no or limited access to out of work benefits
- Using a coaching methodology, work with up to 25 clients at any one time
- Develop and deliver a range of high quality employability workshops for learners with a range of needs and abilities
- Support homeless adults to end their homelessness by working in a housing-led way.

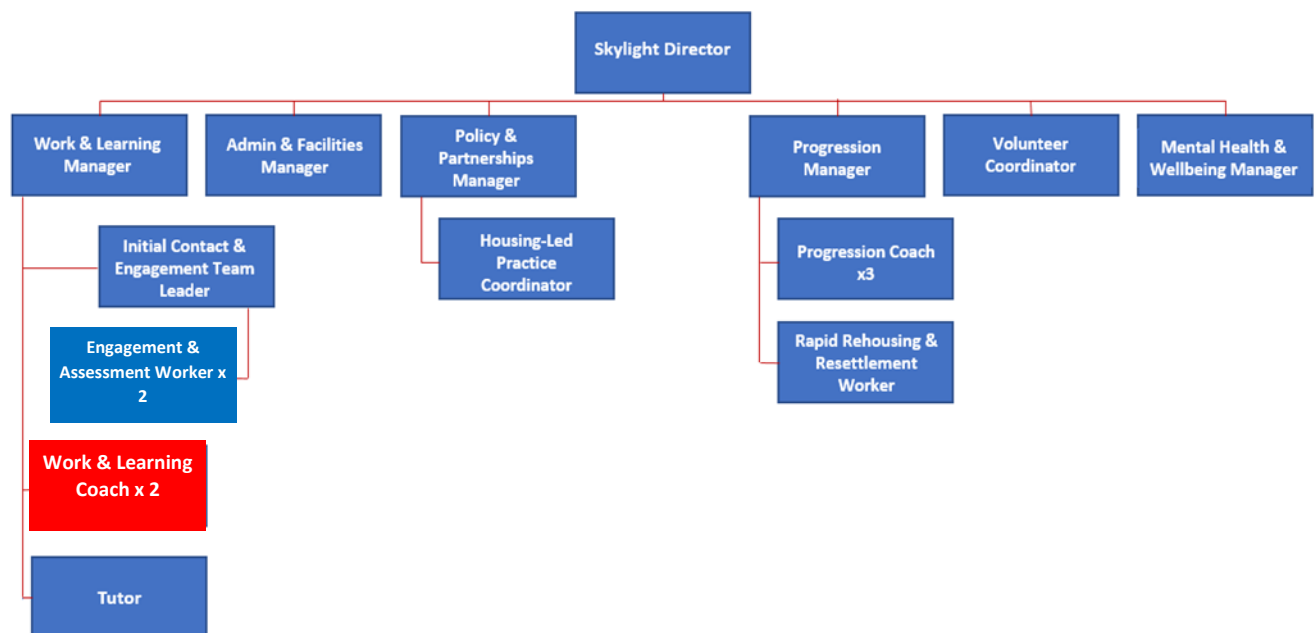
Financial and supervisory responsibility

- Supervision of volunteers

Other key details

- Flexibility to work hours as required in order to meet clients' needs. (This could involve out of office hours working- including some evening and weekends)
- A satisfactory enhanced disclosure from the Disclosure and Barring Service is required for this role

Organisational chart



Job responsibilities

Coaching and IAG

- Provide information, advice and guidance on personal development, housing, training, and learning and employment opportunities, including referral to suitable provision outside Crisis Skylight services
- Agreeing individual progression plans with clients, reviewing progress against these and maintaining an ongoing caseload of clients being supported to achieve these plans
- Use appropriate assessment tools to identify attributes, circumstances and barriers to inform the client's guidance and support needs
- Manage a caseload of clients, which includes recording information on progress and monitoring outcomes to ensure progression
- Support clients to open bank accounts and obtain ID, when required, to facilitate a move into employment and stable housing or a claim for benefits
- Create and deliver workshops to support and enable clients to engage with and progress into learning or sustainable work
- Support clients in pro-active job search. This may involve training in job search skills as well as provision of job search workshops and one-to-one support in making applications.01
- Meet performance targets as agreed with line manager and reporting against targets in agreed format in a timely and accurate fashion. This will include adherence to quality standards
- Support tutors with Individual learning plans and progression reviews

- Development, upkeep and accurate maintenance of all administrative and monitoring systems required for effective delivery of the project. These will be agreed with management and reflect the requirements of both Crisis and/or our funders

Partnership Working

- Visit and liaise with opportunity providers and other agencies to collect information appropriate to support the work with learners
- Work with voluntary, statutory and community agencies to ensure a coherent approach to overcoming barriers to learning and employment faced by homeless learners
- Attend meetings with other professionals concerning homeless learners
- Establish and maintain effective relationships and communication channels with relevant employers, stakeholders and partners to support project and organisational objectives

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Experience of managing a caseload of clients with multiple and complex needs with the specific objective of supporting and enabling them to move into sustainable employment and housing
- 2 Understanding the barriers homeless people face in accessing training, employment and housing and experience of helping people to overcome said barriers
- 3 Understanding of homelessness and the causes, and the impact of homelessness on individuals and effective ways of supporting individuals to end their homelessness
- 4 Excellent communication (written and verbal) and presentation skills
- 5 Good interpersonal skills, able to develop and maintain working relationships with a diverse range of providers and individuals
- 6 Proven organisational skills including an ability to prioritise, be self-motivated and have good time-management skills
- 7 Ability to deliver effective employability training on subjects such as CV skills, application skills etc. to unemployed homeless people

Work and Learning Coach, Brent, September 2021 – Job Pack

- 8 A capacity both to work on your own, in teams across a range of services and a willingness to reflect upon and develop own practice
- 9 Knowledge of and ability to comply with safeguarding procedures
- 10 Commitment to Crisis' purpose and values including equality and social inclusion
- 11 Knowledge of and ability to comply with safeguarding procedures

Desirable

1. Ability to speak another European language to a conversational level

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.