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| **Career Coach – Digital Edge****Job Description and Personal Specification** |
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| **Job title:** | Career Coach  |
| **Place of work:** | Home Based (regional travel when necessary) |
| **Hours of work:** | Full time, 37 hours per week (Fixed Term) |
| **Salary/Grade:** | Operations - Practitioner |
| **Reports to:** | Service Manager  |
| **Level of screening:** | Application, Interview, References, Enhanced DBS |
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| Who we are |



Catch22 is a social business which design and delivers services that build resilience and aspiration in people and communities. We believe that people can thrive when they have a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

All Catch22 services deliver at least one (and often all three) of these outcomes.

If you share our values and commitment to transforming people’s lives, get in touch!

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| Where you fit in |
| **Employability and Skills**The Catch22 Employability division provides skills and employability provision on a range of programmes, both public and corporate funded. We pride ourselves on supporting the most disadvantaged in society to improve their prospects resulting in improved social mobility and sustainable positive change.Case workers base themselves in the heart of communities and reach out directly to individuals. Our tailored service removes significant barriers to work and enables employers to reach the hardest to reach individuals.**Digital Edge**Digital Edge is a three- or four-week pre-apprenticeship training programme to support people from underserved communities. The programme sees Catch22 find and recruit candidates aged 18 to 45 years old with a range of challenges – from gender and ethnicity barriers, homelessness, mental health issues, school exclusion and disability. It then supports them to access a digital apprenticeship and entry level IT job with a local employer within Microsoft’s network of customers and partners. https://www.catch-22.org.uk/services/catch22-digital/**About the role**Working within our Employability division, you will be an experienced Career Coach or Employment Advisor, working within local communities to support programme users to progress into apprenticeships, employment, education, and training opportunities.In this role we are looking for a Career Coach to provide tailored career guidance and occasionally deliver facilitated employability workshops to those enrolled on the programme. We want someone who is ready to champion the rights and needs of those facing barriers to work, and is committed to delivering the best they can, for the people on the programmeYou will manage a caseload of service users and develop bespoke plans to support these individuals throughout their journey towards progression. It would be beneficial to have an awareness of the digital or technical sectors and/or apprenticeships. |
| Main Duties & Accountabilities |

**Core Responsibilities**

* Coach and prepare those on the programme to seek and achieve their career goals.
* Supporting 18–45-year-olds into digital apprenticeships or jobs.
* Ensure programme users demonstrate and sustain progression into apprenticeships, employment, education, and training.
* Assist in the delivery of a 4-week pre-employment model to all customers which will include both 121 and group interventions.
* To ensure your caseload receives quality employability advice including interview skills, CV and cover letter writing, job application skills, basic benefits knowledge, understanding the benefits of work.
* To carry out such other relevant duties as may be required and as are commensurate with the nature and level of this post.
* Accountable for outreach and engaging a caseload within the local community, developing bespoke actions plans, and high-quality caseload management.
* Ensuring all data is securely stored and progress logged sing the Caseload management system.
* Logging any safeguarding, complaints, and risks through the use of Catch22 policy.
* To deliver a range of supportive interventions to help a wide range of participants achieve sustainable employment.
* To effectively engage participants and attach them to existing and new employability programmes/interventions.
* To deliver high quality end to end Information, Advice and Guidance to participants on our employability programmes.
* To induct, assess and `on-board’ participants.
* To promote and develop the mind-set, emotional intelligence qualities, self-confidence, and esteem so that the participants succeed in the world of work.
* To prepare CVs, cover letter and job/apprenticeship application forms with participants.
* To introduce participants to a `strengths based’ recruitment approach to succeeding in job interviews.
* To undertake job search with the participants using relevant web-based software and packages.
* To short list, pre-select and match/submit participants to vacancies/work experience opportunities generated by the Catch22 account management team.
* To prepare job packs on specific vacancies/work experience opportunities for participants.
* To arrange interviews for participants where appropriate.
* To prepare participants to a high standard for interview with employers.
* To engage and maintain regular contact with participants at agreed intervals to ensure they sustain their job or apprenticeship.
* To deliver high quality In Work Support which effectively sustains participants for a minimum of six months.
* To ensure participants demonstrate and sustain progression into apprenticeships and employment.
* To support with the delivery of any Job Fairs, Workshops and Seminars both face to face and remote that prepare participants ready for the world of work.
* Proactively working with other organisations and the local community to identify appropriate support or opportunities for your clients.
* To take responsibility for delivery Catch22 operational targets.
* To ensure case management/performance management systems are in used effectively in accordance to the requirements of the delivery contract.
* To ensure that timely input and communication of key documents and information is delivered.
* To ensure contractual compliance, and Catch 22 compliance, is maintained to the highest standard at all times.

**Other**

* Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
* Ensure the implementation of Catch22’s Diversity & Equality policy statement.
* Comply with Safeguarding/Prevent, Health and Safety policies and procedures.
* Ensure the implementation of Catch22’s policies and procedures. Carry out other such other relevant duties, as required.

**Organisational Relationships**

* This role will report to the Service Manager for the programme and will be required to liaise internally with other internal teams when necessary.

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| What does good look like for this role? |

* + Developing strong relationships with referral partners, customers, training providers and employers.
	+ Strong interpersonal skills, with ability to develop strong rapport. Approachable, adaptable, and supportive to the range of stakeholders involved in this programme.
	+ Service is delivered in line with contract requirements and all targets are met.
	+ Service is delivered in budget and margin is met.
	+ Service is delivered safely, and risks/areas of underperformance are identified and managed appropriately.
	+ Hub outcomes are achieved.
	+ Service users have a positive experience and achieve their goals.



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| Job Title: Person Specification |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | * Five GCSE’s or equivalent at Grade C or above
* Experience in an advising capacity i.e., Employment Advisor, Career Coach, Apprenticeship Advisor, IAG role, Traineeship Advisor, or relevant transferable experience
 | * Relevant professional qualification e.g., IAG level 3, Coaching qualification, ERS Level 3 certificate or diploma, Careers Guidance (QCG)
* Experience of delivering services in the Employability sector
* Experience of delivering specialist/digital/technical careers advice
* Facilitation/teaching experience
* Coaching experience
 | Application & Interview |
| **KNOWLEDGE** | * Knowledge of approaches including those relating to coaching and/or emotional intelligence that ensure people are well prepared for the world of work
* Knowledge of employability and/or apprenticeships
* How to develop employability provision
* How to develop referral pathways
* Barriers faced by participants to securing employment
 | * Knowledge of contract compliance
* Knowledge of digital apprenticeships
* Knowledge of the local labour market
 | Application & Interview |
| **EXPERIENCE** | * Experience of providing high quality CV, job search, interview support to learners/job seekers
* Experience of providing high quality coaching support that ensures participants access employment and apprenticeships
* Able to build participants’ self-confidence, self-esteem, and motivation, to help them achieve in the world of work and lasting employment/career development
* Experience of liaising with employers to arrange interviews and getting feedback on candidates
* Identifying skills and qualities in a young person to match appropriately with vacancies
* Progressing participants into apprenticeships and employment and sustaining them in these
* Ability to build and maintain strong working relationships with referral partners to ensure a constant flow of new referrals
* Experience working with 18–45-year-olds, and advising towards careers in a broad range of sectors
* Experience working with a diverse caseload with complex barriers
* Partnership working, developing and maintaining good relationships with key stakeholders
 | * Experience and knowledge of strength-based recruitment
* Delivering workshops for apprenticeship candidates
* Working with digital apprenticeship providers
* Work experience within digital roles
* Experience of coordinating interviews and getting feedback on candidates
* Identifying skills and qualities in a learner to match appropriately with vacancies
 | Application & interview |
| **SKILLS & ABILITIES** | * Positive, enthusiastic approach to problem solving with a “can do” attitude
* Have good communication skills
* Be able to gain people's confidence and put them at ease
* Be persuasive, persistent, and patient
* Be able to cope with pressure
* Be flexible and adaptable
* Have good organisational and administrative skills
* Have the ability to prioritise
* Have excellent all round ICT skills
* Be able to work to deadlines and produce reports
* Target and results driven
* Ability to build and maintain strong working relationships with referral partners and other stakeholders e.g., referral partners, training providers
* Strong communication skills
* Facilitation skills
* Organisational skills
* Ability to work on own initiative and independently
 | * Can use performance management systems
* Can work well to KPI’s and targets
 | Application & Interview |
| **OTHER** | * Share Catch22 values
* Awareness of, and commitment to, Equality & Diversity
* Willing to travel and work flexibly
* Passionate about supporting 18- to 45-year-olds into sustainable progression opportunities
* Seek to improve his/her own performance, contribution, knowledge, skills, and participate in training and developmental activities as required
* To ensure contractual and Catch22 compliance is always maintained to the highest standard
 |  | Application & Interview |