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| Job Title **Job Description and Personal Specification** | |
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| **Job title:** | Career Coach |
| **Place of work:** | Newcastle, Hybrid remote working |
| **Hours of work:** | 37 |
| **Salary/Grade:** | £27,000 |
| **Reports to:** | Service Manager |
| **Level of screening:** | Application, Interview, References, Enhanced DBS |
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| Who we are | |

Catch22 exists to help build a society where everyone has 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/)

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

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.

### 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](https://www.microsoft.com/en-gb/athome/digitalskills/) network of customers and partners.

<https://www.catch-22.org.uk/services/catch22-digital/>

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| Where you fit in |
| Working within our Employability division, this is an outreach-based role. You will be an experienced Career Coach working within local communities to support service users to progress into apprenticeships, employment, education and training opportunities. | |
| Main Duties & Accountabilities |

[Full Job Description](https://c.smartrecruiters.com/sr-company-attachments-prod-dc5/5a74948ee4b0aff9e7ce8758/2b9cb614-29a4-40db-9090-0f2a6a09eeb5?r=s3-eu-central-1)

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 is maintained to the highest standard at all times.

To ensure Catch 22 compliance is maintained to the highest standard at all times.

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.

**Other**

Seek to improve their own performance, contribution, knowledge, skills and participate in training and developmental activities as required.

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Carry out other such other relevant duties, as required.

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| Job Title: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Five GCSEs or equivalent at Grade C or above  Relevant professional qualification | Experience of delivering services in the Employability sector  IAG Level 3  Member of the IEP  ERS Level 3 Certificate or Diploma  Coaching qualification |  |
| **KNOWLEDGE** | Knowledge of approaches including those relating to coaching, emotional intelligence that ensure people are well prepared for the world of work. | Co-active coaching, NLP  Knowledge of compliance on DWP or ESF contracts |  |
| **EXPERIENCE** | Experience of providing high quality CV, job search, interview support to young people  Experience of providing high quality coaching support that ensures young people access employment and apprenticeships  Able to build a young person’s self-confidence, self-esteem, 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 young people 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 of delivering services in the Employability sector  IAG Level 3  Member of the IEP  ERS Level 3 Certificate or Diploma  Coaching qualification  Experience and knowledge of strength based recruitment |  |
| **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 | Can use performance management systems  Can work well to KPI’s and targets |  |
| **OTHER** | Share Catch22 values  Awareness of and commitment to Equality & Diversity  Willing to travel and work flexibly  Desire to develop and undertake training as required  Passionate about supporting young people into sustainable progression opportunities. |  |  |

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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. Approachable, adaptable and supportive to the range of stakeholders involved in this programme.

·        Ability to develop strong rapport

·        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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| Additional Information |

**Salary £27,000**pa

**Contract:** Full time 37 hours per week. Some evening and weekend working may occasionally be required.

* 28 days annual leave + bank holidays, rising to 33 days with service.
* Pension scheme with matching contributions of up to 4%
* Discounted shopping opportunities

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| Organisational Relationships |

Reports to the relevant Service Manager