

# **C & K CAREERS LTD**

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**POST:** CAREER COACH

**GRADE:** SP 7 – 15

**REPORTS TO:** ADULT CAREERS MANAGER

**JOB PURPOSE:** To assist Advisers working against the National Careers Service (NCS) Contract to deliver flexible programmes of careers support to adults individually and in groups. The post holder will have a role within a team including supporting Adult Careers Advisers (who will maintain the lead role) with clients and other agencies to ensure their progress and achievement.

## **MAIN DUTIES**

1. Support adults attending NCS personal development opportunities such as: CV, UJ and employability skills workshops; individual support to use NCS Tools; progress Action Plans created by Adult Careers Advisers.
2. Work with a number of identified adults, supporting them and advocating on their behalves to assist in the achievement of their targets, including entry to work or learning.
3. Work closely with Adult CAs to support progression to positive NCS outcomes, such as employment or training. Support clients to achieve Career Management Outcomes in line with their Action Plans.
4. Review and update clients' progress with their Action Plans in consultation with the responsible Adult CA.
5. Make appropriate referrals to Adult CAs and to other organisations with regard to the needs of the client.
6. Work flexibly, at different times and from a range of venues, to achieve NCS outcomes.
7. Maintain and update client records and other confidential information, including online systems and provide statistical information when required.

8. Follow up clients, seek evidence for, and record Career Management and Job and Learning Outcomes in accordance with NCS requirements.
9. Obtain feedback from adults to support future service delivery and evaluation, using information (ICT) systems effectively to facilitate this process.
10. Attend Careers Yorkshire & Humber briefings, meetings and reviews as required.
11. Produce written reports and case studies as required.
12. Attend team meetings as required, updating both line manager and colleagues and participating in networking opportunities.
13. Promote equality of opportunity in all aspects of work, including developmental approaches which seek to challenge traditional stereotypes.
14. Review and reflect upon practice to achieve continuous improvement.
15. To encourage and involve customers in the design, delivery and evaluation of all aspects of our services in accordance with policies and procedures

#### **SUPERVISORY RESPONSIBILITY**

None

#### **ADDITIONAL RESPONSIBILITY**

None

#### **ESSENTIAL CRITERIA**

1. Experience of face to face working with a range of people on a daily basis, including experience of working with adults.
2. IAG Experience and/or level 2 Advice and Guidance Qualifications
3. Level 3 qualification or equivalent or able to demonstrate ability at this level.
4. Capable of demonstrating:
  - a) Ability to adapt verbal and written communication skills to any situation with people from a wide range of backgrounds

- b) Understanding of equality and diversity issues affecting customer care and the ability to use this in everyday work.
- c) Strong commitment to team working and flexibility in order to achieve targets and willingness to work unsocial hours when necessary.
- d) Ability to maintain computerised and manual administrative systems e.g. completing paperwork, updating and using client records on computer. ICT skills: word process CV, letters and reports and communicate via e-mail and other social media.
- e) Flexibility and adaptability to cope with a demanding, busy and continuously developing environment.
- f) Ability to work with minimum supervision.
- g) Commitment to achieving a high level of customer care and service quality, including supporting customer involvement in design and evaluation of services.

## **DESIRABLE CRITERIA**

- 5. NVQ 3 in Advice/Guidance. Experience of working in an IAG setting.
- 6. GCSEs in English **and** Maths or IT at Grade C or above, or equivalent.
- 7. Capable of demonstrating:
  - a) previous experience of team working and supporting colleagues
  - b) the ability to deliver training in practical job search skills to individuals and groups.
  - c) the ability to motivate, support and challenge adults to overcome barriers.
- 8. Full driving licence or immediate prospects of acquiring one plus access to a motorised vehicle and willingness to use it for business purposes.<sup>1</sup>

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<sup>1</sup> Please note that for an applicant with a disability which prevents them from acquiring a driving licence, it may be possible to make reasonable adjustments. Also, whilst this appears as a desirable criterion, given the range of locations and flexibility needed, consideration would be given to otherwise suitable applicants without a full driving licence, where there is reasonable scope in the team as a whole to structure workloads to take account of this.

## **ADDITIONAL REQUIREMENTS**

The post holder will:

- ensure the Health and Safety of all staff and resources within the post holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974 and regulation 12 of The Management of Health and Safety at Work Regulations 1992.
- undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Chief Executive from time to time, in consultation with the post holder.
- carry out duties at all times in such a way as to safeguard and promote the welfare of children and young people and vulnerable adults and to follow the company's safeguarding policy and procedures.
- carry out duties at all times in compliance with the Company's Equal Opportunities Policy.
- agree that the company will apply for an Enhanced Disclosure from the Disclosure & Barring Service at the point of commencing in the post and on a regular basis as determined by the company, provide evidence of identification to support the application, declare any criminal convictions at the point of application and declare any subsequent criminal conviction so that the company can consider if it adversely impacts upon the post holder's role.
- demonstrate commitment to and comply with the Company's policy of meeting quality standards and striving for continuous improvement.
- demonstrate a professional and flexible approach in fulfilling the role.
- avoid disclosing information acquired whilst carrying out duties where such information is of a personal, sensitive or confidential nature, except where essential for the effective performance of those duties in line with data sharing agreements and guidelines on sharing information with third parties.