

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	SEND Job Coach
Grade	PS8	Reports to (role title)	YSS Area Manager
		Directorate	Children's, Schools and Families
JE Band	269-313	Service	CSF Commissioning and Prevention
		Team	Early Help
		Date Role Profile was created	01/11/2016

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role of the SEND Job Coach/Job Carver is to act as an ambassador for young people with SEND in the economic community and promote their abilities and potential positive contribution to the working population.</p> <p>To liaise with key employers and identify potential work for young people with special needs, matching to young people's skills and potential. To liaise with the curriculum teams to provide pre training, on the job training and support for young people and employers, liaising with tutors as appropriate. To progress young people to Supported Internships/Employment wherever possible.</p>
Work Context	<p>The post holder will undertake assigned responsibilities effectively and efficiently, and within regulatory and legislative requirements; achieve individual and departmental targets within the annual planning and staff performance review processes and budgetary constraints and:</p> <ol style="list-style-type: none"> 1. Actively promote equality and diversity, recognising and actively challenging stereotyping, prejudice and discrimination, ensuring that these principles permeate all working practices. All staff are required to undertake mandatory Equality & Diversity Training. 2. Adhere to and actively promote the Safeguarding policy and procedures, and undertake mandatory Safeguarding Training. 3. Adhere to and actively promote the Data Protection policy and procedures, and undertake the mandatory Data Protection Training. 4. Ensure effective quality control and continuous improvement in all aspects of this post, in keeping with existing and developing quality assurance systems. 5. Be committed to professional self-development, through participation in continuing professional development programme which includes industry based work shadowing, attending seminars, conference days and training events appropriate to the job role. 6. Comply with and promote Health and Safety policies and procedures and to undertake mandatory Health and Safety training as and when necessary. 7. Undertake such other duties as required, commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in Surrey. 8. Support events such as Open Evenings and Enrolment sessions when required
Line management responsibility if applicable	None
Budget responsibility if applicable	None

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Identify opportunities and risks associated with the service and escalate / report to management. • Assess and manage risk associated with assigned cases/service delivery. <p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the regular monitoring and review of services established to facilitate service improvement. • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. • Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none"> • Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Advanced vocational qualification at level 4 or considerable on the job experience. • For some roles a relevant degree may be required. • Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. • Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • Creative problem solving skills and the ability to identify service improvement initiatives. • Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. • Satisfactory DBS clearance might be required.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Education, Training and Work Qualifications, Educated to A' level or equivalent. Evidence of ongoing training and personal development to increase skills in working with this client group</p> <p>Knowledge and experience: An in depth working knowledge of the issues relating to work with volunteers</p> <p>An understanding of equal opportunities and anti-discriminatory practice and their importance in working with young people and children</p> <p>Awareness of the issues that affect the lives of young people and potentially lead to offending and/or becoming NEET</p> <p>An understanding of, and commitment to, the principles and practices of restorative justice and mediation – or the evidenced willingness to develop such an understanding</p> <p>Awareness of the issues relating to victims of crime</p> <p>Extensive experience of working with a wide range of people and agencies in a people centred environment</p> <p>Skills and abilities</p> <p>Strong ability to communicate and engage effectively with a wide range of people at all levels</p> <p>Exceptional ability to handle a wide range of often difficult and challenging situations, using a high level of sensitivity, clarity and focus to ensure volunteers are encouraged and motivated to participate without feeling pressured</p> <p>Ability to recruit, train and supervise volunteers</p> <p>Ability to develop and maintain effective networks with partner agencies and others</p> <p>Competent in the use of IT including databases and spreadsheets</p> <p>Other requirements</p> <p>A determination, desire and ability to play a central role in the development of services that are creative, effective and cost efficient, and that make a positive impact on the lives of young people, families, victims and communities</p> <p>A strong commitment to the ethos of the YSS and to the contribution of the community to those processes</p> <p>An equal commitment to diverting young people away from crime</p> <p><u>The tenacity and determination to engage the full commitment of colleagues, both internally to</u></p>
<p>Role Summary</p>	<p>Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>

