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| Job Title:  | Bank Community Job Coach – Employment Inclusion Team |
| Reports to (job title):  | Employment Inclusion Manager |
| Line Manager to:  | NA |
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## Job purpose

To support adults with a learning disability and/or autism or other needs to maintain, develop and retain jobs in the community or as part of supported internship schemes.

We work in partnership with other stakeholders to deliver employability programmes.

We provide follow-on job coaching for people who have attended those programmes as they progress into paid employment.

We also provide job coaching for adults who are eligible for our service, with the criteria being that they are in employment within B&NES and eligible for Access to Work funding.

Our job coaches are expected to work flexibly across all of our areas of work.

## Key responsibilities

* Build working relationships with clients, employers and other services
* Ensure equal opportunities are identified and addressed effectively
* Maintain an active caseload of clients, who are likely to have varying levels of need
* Prepare and maintain accurate records, in order that the service can access funding and be sustainable
* Identify any barriers that clients are encountering and work to find sustainable solutions
* Perform specific job analysis, task analysis and job matching activities
* Support clients to maintain their employment rights, including during any disciplinary or grievance procedures, and, if appropriate, employment tribunals
* Resource clients and employers with the skills to be independent, with the aim of job coaching reducing over time
* Support clients on career pathways – our clients have the same right to develop and progress as any other member of staff

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * Accountability
* Involve
* Resilience
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## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

* A good level of education and demonstrates an ability to learn and apply new knowledge
* A minimum of two years working with adults with a learning disability and/or autism
* Able to adhere to and promote standards of the host business work site in order to enhance job productivity and efficiency
* Able to submit and complete appropriate job coaching paperwork
* Able to recognise and act on the legal responsibilities concerning the safety and welfare of the clients
* Able to demonstrate daily work assignment responsibilities and be accountable for all hours assigned; be punctual and regular in attendance
* Able to show enthusiasm, empathy and a sense of humour
* Exhibit an overall positive and professional attitude, and diplomacy in building relationships with all parties
* Utilise sound judgement and decision making skills
* Protect the privacy of individuals and the confidentiality of information
* To be confident in lone working, self-motivated and accountable for managing your time
* Have good computer skills with the ability to use a variety of systems and have a willingness to learn
* To create and update workplace adjustments as required
* To know when to ask for help, or to seek advice

Desirable

* Training in systematic instruction desired but not essential
* Be able to carry out workplace analysis which involves learning a variety of work tasks in order to fully understand the role and better support the student/employee in the workplace

**Other requirements:**

* DBS clearance
* Driving licence
* Flexibility

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| Employee signature |
| Manager signature |