

ROLE PROFILE

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| Job family | Care | Role profile number | CA08-0410 | Grade H |
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Job purpose: Manage allocated work and cases to maintain or improve the wellbeing of clients. To determine care packages/support plans.

Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

| Factor | Relevant Job Information |
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| Supervision and/or Management of People | No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met. |
| Indicative qualifications | HNC, NVQ level 4 or equivalent experience/skills. Working towards relevant professional qualification Licence / certificate / qualification required for the role. |
| Knowledge and Skills | High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Significant experience of working with clients and client groups with complex needs. Proven ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm. Proven ability to advise and guide clients to encourage development and to access services to which they are entitled. Ability to build trust and confidence with clients, client groups and colleagues. Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes. Proven ability to deliver training. |
| Creativity and Innovation | Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third party provision of advice and support. Develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required. |
| Contacts and Relationships | Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. Support parents or carers regarding development issues including complex problems. Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders. |
| Decisions – Discretion & Consequences | Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. |

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| | The consequences of the decisions will have a material effect on the service. |
| Resources | Little or no responsibility for physical or financial resources. |
| Work Demands | Work subject to interruptions and at times may be competing demands of work priorities. |
| Work Environment | Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers. |
| Our Identity | Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working |
| Health & Safety | All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager. |
| Equalities | Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy . |
| Authority to work in the UK | All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent. |

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

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| Role description: | Employment Co-ordinator / Job Coach | |
| Role profile family: | Care | |
| Role profile number and grade: | CA08-0410 | Grade H |
| Number of posts: | | |
| Service/Team: | SEND Service / Disabilities Provider Services | |
| Reports to: | Team Leader | |

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

Wiltshire Employment Support Team are part of employment and community skills, that sit within the wider SEND service

- A preventative service supporting people into paid employment, promoting inclusion into the local community, participating in the economy and preventing customers from becoming reliant on services or out of work benefits.
- Combining education and social care by working with education providers to provide appropriate training and support to enable young people to gain meaningful employment straight from education.
- Supporting people from 14 years in gaining and sustaining paid employment
- Developing a change in culture, working with employers in Wiltshire and ensuring they are aware of a more diverse pool of potential employees.

Job Purpose

To provide support for young people and adults with SEN and disabilities, assisting them to identify, obtain and retain paid employment, including the development of the social and independence skills required to undertake employment as determined by the customers - my plan, person centred plan or community care assessment, as well as offering support to their parent/carers and support networks.

To work in partnership with Wiltshire College supporting a small number interns as part of a wider caseload, providing more intensive support through working interviews with the expectation these will lead to employment.

To establish and develop good working relationships with local employers to help ensure that more employment opportunities become available.

Specific duties and responsibilities include:

- Manage and be responsible for a caseload of up to 35 customers.
- Providing support into employment and on the job support to ensure job retention for young people and adults with SEN and disabilities that include, Physical impairment, Sensory impairment, Neurological, learning disabilities and autistic spectrum condition.
- Support each customer by working with them and keeping all relevant monitoring records up to date. Maintain the customer's confidentiality.
- With customers, or on behalf of where appropriate, identify employment/work opportunities in their preferred field of work with local employers within their community
- Work with each customer to produce a vocational profile, identifying skills, experience, current needs and relevant support networks, leading to an action plan which identifies development opportunities that lead to employment.
- Pro-actively establish contact with employers to actively promote the service and the employment of customers. Work with employers to meet the needs of their business in recruitment and to provide a service that supports all parties. Including identifying tasks that may or may not be part of the job, agreeing a way forward with the employer to facilitate employment.
- Conduct preparing for Employment sessions in special schools across Wiltshire to support young people (post 16) in transitions in receiving appropriate knowledge and information with employment options preparing them in their future decision making upon leaving education.
- Additional time is needed to prepare each session and evaluate each students learning.
- Keep effective digital (paperless) records in line with the procedures and data protection
- Imputing data onto CareFirst relating to each customer on caseload
- Facilitate the planning and delivery of travel training with customers to get to and from the workplace and will include; bus, train, walking, cycling or other preferred modes of transport
- Actively monitor and evaluate the progress of customers working with them to develop their path towards employment or progression within their current job. Meet with customers and their support network, to identify and agree an action plans to facilitate progress, reviewing as appropriate, and ensure advice on benefit issues is sought, signposting to other services relevant to the agreed team plan and targets
- Identify tasks that could cause difficulties for the customer and initiate plans to aid the learning process.
- Maintain effective and efficient administrative procedures and ensure all associated paperwork and systems are completed as required, including tracking of Our Health Our Care Our Say outcomes and the gathering of evidence where necessary.

- Ensure compliance with all relevant legislation and best practise including recording and using all data in line with Wiltshire Council and DWP Information Security requirements and the Data Protect Act 1998.
- Deal with unforeseen issues affecting the customer's employment at their place of work ensuring a successful resolution for both parties. Seeking advice and guidance from other support services.
- Working within 0yrs to stability, post holders will be responsible for attending internal and external events/workshops, conferences, stakeholder events and meetings. Frequency will be as directed, but likely to be no more than monthly. This will involve representing Wiltshire Council, note taking and reporting information back to the team's senior officers.
- Contact/meetings such as Team Around the Child (TAC), My Plan, Transitions, and reviews will be the responsibility of the post holders. These meetings will include assessing referral/customer, evaluating appropriateness for service, signposting if necessary, advising, fact finding, and negotiating, obtaining information, developing plans, motivating choice, control and realistic opportunity and supporting next steps identified.
- Ensure that the most cost effective methods of working underpin all practises.
- Produce required reports by using systems and methods in place as outlined in the team's supporting procedures guidance.
- The post holder to take part in staff development programmes; assuming responsibility for continuous professional development.
- To work flexibly and in line with the Wiltshire Council Flexible Working policy and procedures
- To participate in supervision and Appraisal sessions with an agreed senior colleague.
- Undertake other duties appropriate to the grade and nature of the post.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Up-to-date knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of Children, young people and vulnerable adults.
- HNC/NVQ4/QCF4 or equivalent skills and working towards a professional qualification or the ability to demonstrate equivalent experience and skills
- Experience of working with people with autistic spectrum conditions
- Ability to deliver services to Individuals of all ages with different abilities, demands, and needs.
- Understanding the need for the role of an advocate to be used as appropriate
- Experience of supporting/enabling people in a variety of settings
- Advanced knowledge and experience in supporting people in a work setting
- Good time management. Self motivated, able to work independently, use own initiative and be part of a team.
- Ability to work as part of a team whilst being able to work on own initiative showing flexibility and adaptability
- Able to demonstrate empathy with the concept of social inclusion and the social model of disability.
- An ability to understand and communicate effectively using a range of tools and methods
- Able to provide information and support to relevant stakeholders
- Shows commitment to personal growth and development
- Flexibility to work outside of usual 9-5 day including weekend work.

- Committed to Equal Opportunities and anti discrimination
- Commitment & enthusiasm to service objectives
- Able to make decisions.
- Displays a commitment to the protection and safeguarding of vulnerable children, young people and adults
- Working knowledge of social care sector and/or the business environment
- An understanding of the 'core principles and values' underpinning individuals rights & needs.
- Taking a positive approach to working creatively and collaboratively
- Recognition of the rights of disabled people to be a part of their community and be able to identify and address barriers
- Ability to use a variety of communication methods and ability to demonstrate sensitivity, tact, diplomacy and patience and keep calm in difficult situations
- Using set procedures to record information

Desirable

- Emergency First Aid qualification
- Health and Safety qualification
- Makaton/British Sign Language qualification or equivalent experience
- Wider knowledge around existing legislation .i.e. Working Time regulations for young people working/volunteering, insurance requirements, legal requirements for relevant permissions for customers
- Teaching or training experience
- Knowledge of person centred planning tools
- Understanding of legislation relevant to the delivery of statutory services
- Ability to understand and contribute to service objectives and development
- Knowledge of Care First child/adult system

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

N/A

Supporting information

| Driving classification | |
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| <p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p> | <input type="checkbox"/> |
| <p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p> | <input checked="" type="checkbox"/> |
| <p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p> | <input type="checkbox"/> |
| <p>Employees should refer to the Corporate Driving at Work policy for further information.</p> | |

| Driving trigger points | | | |
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| <p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p> | | | |
| Trigger Points | Corrective Driver Training Course or further action | Additional corrective training if appropriate or further action | |
| Points on driving licence | 6 | 9 | |
| Trigger Points | Discussion and advice on expected driving standards | Corrective Driver Training Course or further action | Additional corrective training if appropriate or further action |
| At fault accidents within a two-year period (whether work or personal) | 1 | 2 | 3 |
| <p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p> | | | |

| Political restriction | |
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| <p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p> | <input type="checkbox"/> |
| <p>This role is not politically restricted</p> | <input checked="" type="checkbox"/> |

| Professional fees and related occupational costs | |
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| As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council | <input type="checkbox"/> |
| This role does not have any professional or occupational membership requirements | <input checked="" type="checkbox"/> |

| Clearances – Disclosure & Barring Service (DBS) | |
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| This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service. | <input checked="" type="checkbox"/> |
| This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed. | <input type="checkbox"/> |
| This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check | <input type="checkbox"/> |
| The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974. | <input type="checkbox"/> |
| This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role. | <input type="checkbox"/> |

| Clearances – Baseline Personnel Security Standard (BPSS) | |
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| This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check | <input type="checkbox"/> |
| This role is not subject to a BPSS check | <input checked="" type="checkbox"/> |

| Clearances – Non-Police Personnel Vetting (NPPV) | |
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| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret'). | <input type="checkbox"/> |
| This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members). | <input type="checkbox"/> |
| This role is not subject to a NPPV check | <input checked="" type="checkbox"/> |

| Safeguarding | |
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| For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed. | <input checked="" type="checkbox"/> |
| For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and | <input type="checkbox"/> |

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| <p>promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p> | <input type="checkbox"/> |
| <p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p> | <input type="checkbox"/> |