



Job title	Employment Coach
Responsible to	Service Development Manager
Geographical Reach	North Kent
Base	Gravesham and Medway
Hours	25hr per week
Salary	£12.50 per hour
Contract	Fixed Term March 2025

Job Description: Employment Coach

Purpose of Post

This role is part of North Kent Mind's Employment Services. Supporting our project offering intensive, individually tailored support to help people to choose and find the right job, with ongoing support for the employer and employee to help ensure the person keeps their job.

This is an in-person post, to deliver and support an Employment Support Service to people who live in the Gravesham, and Medway areas and experience mental health issues, and includes:

- Developing, supporting and delivering an Individual Placement Support Service
- Supporting all the outcomes of Inspirations Employment Services
- Improve understanding of Mental Health needs with local employers
- Individual one to one employment coaching (CVs, job search, volunteering & mock interviews)
- Assist in the improvement of Mental Health and Wellbeing locally.
- Promote NKM and LWKM services to increase referrals.
- Evaluate clients' support needs and ensure appropriate signposting to other services.
- Work closely with other North Kent Mind teams and Live Well Kent Medway Services.

Structure of the Post

This post is supervised by the Service Development Manager.

They must be flexible to work across DGS, and at times Medway, occasionally attending meetings in other areas of North Kent.

For the calculation of travel expenses, the North Kent Mind Offices in Dartford shall be considered the base throughout, and travel between home and another working venue can only be claimed insofar as it is in excess of the distance between home and base. All time in travel between venues is counted as time worked.

The respective balance of the elements listed in this job description may change in accordance with the needs of the organisation as defined by the Service Development Manager. Contracted hours will be worked on an average weekly basis over a month rather than on a strict weekly basis.

Currently Inspirations Employment Services are to be held in person, although weekend or evening client work may occasionally be facilitated remotely as instructed by the Service Manager.

Duties of The Post: Specific

These duties relate to this post only:

1. To facilitate and support the Inspirations Employment Service.
2. To support the delivery of Preparing for Work within the community, including organising: scheduling, intake, materials, and referrals.
3. Ensuring the facilitation of any group activity is in accordance with accepted good practices.
4. Collection, inputting, and analysis of feedback for performance monitoring.
5. To support the delivery of successful referral and employment outcomes
6. Assist with increased understanding of mental health locally for employers and the community.
7. Develop, review, and oversee a caseload of 8 to 10 clients per week.
8. Adhering to monitoring systems, including data input of all interventions for recording outcomes
9. Coaching and supporting clients into work through various interventions
10. Keeping accurate and up to date information on clients and their progress
11. Utilise the Inspirations wellbeing and employment model.
12. Embed all Live Well Kent Medway outcomes and methodology into the service.
13. Support and utilize volunteers within the service.
14. Utilise predominantly in-person approaches as required by the Support Services Manager.
15. Develop close working relationships with key relevant local agencies.

These duties will involve meeting Live Well Kent Medway employment outputs, including ensuring all paperwork and admin duties are implemented fully and in accordance with North Kent Mind requirements; to provide full and appropriate feedback to the Service Development Manager.

Duties of the Post: General

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
 - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality, GDPR and Health and Safety.
 - Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model
 - Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes of Practice for Social Care Workers as defined by the General Social Care Workers
 - Maintains good liaison with any other outside agencies as is necessary.
 - Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
2. To participate in supervision and appraisal
3. To attend staff meetings and team meetings

4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate, or assign.



PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge and understanding of mental health issues and the impact these have on employment and training	✓	
An awareness and understanding of how people can move forward with their lives	✓	
A non-judgemental attitude to mental health service users	✓	
An empowering and positive attitude to mental health service users	✓	
Experience of inputting and collating monitoring data	✓	
Experience and knowledge of the IPS model		✓
An understanding of peer support methodology		✓
Excellent organisational skills		✓
Experience of working in the supported employment field and engaging with employers		✓
Ability to work within a team	✓	
Experience of liaising effectively with internal and external stakeholders, and across different sectors.	✓	
Excellent interpersonal, communication and presentation skills.	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of facilitating activities with groups		✓
Good organisation skills	✓	
Excellent IT skills to be able to use MS Office packages	✓	
Able to work on own initiative	✓	
Car driver/owner		✓
Flexibility to adapt, and versatility, in response to changing circumstances and opportunities arising around the programme.	✓	