



## Job Description

<b>Organisation:</b>	Action Community Enterprises CIC (ACE)
<b>Job Title:</b>	On Track Young Persons Coach – ASD and Special Educational Needs (SEN)
<b>Line Manager:</b>	Manging Director
<b>Pay Band:</b>	£19,650 - £21,268
<b>Duration:</b>	Temporary to 31 December 2019

### Role Summary

The purpose of the role is to support the hardest to reach young people aged 16-24 years, with multiple complex needs, especially those with ASD and or SEN who are the furthest away from employment across Norfolk to move towards or get into education, training and employment.

The post holder will also identify and recruit participants through outreach and support participants through the GO Programme. Liaise and work with employers, education providers and other agencies who support these complex young people in their progression.

The main area of responsibility will be to support and create opportunities for the individual participants to access and retain educational / work placements and ensure that the opportunities offered match the goals and needs of the young person.

The On-Track coach will be 1 of 6 coaches who will meet on a regular basis through the On Track Central meetings for case allocation, peer support, training, review of cross cutting themes and strategies. The coaches will have the following specialisms:

The Matthew Project:	Substance Misuse and Mental Health
YMCA Norfolk:	Homelessness and Mental Health
GYROS:	Ethnic minorities and language barriers
NANSA:	Disability
ACE	ASD and SEN

## **Key Responsibilities**

### ***Participant Support***

- Engage with participants through outreach and establish professional and appropriate relationships with them, both as individuals and in groups. This will be in a way that develops their trust, confidence and acceptance
- Engage with participants in a one to one setting in further education settings and other venues, providing coaching support to move the participant towards and/or into education, training or employment.
- Complete initial assessment and eligibility checks for participants access the On Track programme.
- Support the participants and other agencies to ensure SEND Code of Practice guidelines are being followed.
- Investigate progression opportunities with colleges, training providers, employers and other agencies supporting employment of young people with SEN
- Work closely with project team members, other support providers to help meet the needs of participants.
- Support participants through the GO Programme.
- Provide support, advice, information and help to those contacting On Track.

### ***On Track and Wider Support***

- Ensure defined targets and outcomes are achieved for area of work
- Support training of employers, educators and trainers if they need to understand issues around their area of specialism.
- Network on behalf of the On-Track partnership raising awareness of the programme and support on offer for potential participants as well as opportunities for stakeholders to be involved as directed by your ACE line manager and On Track Partnership Manager.
- Work in partnership with other related/interested agencies and individuals, as appropriate
- Work with and assist in the training of On Track volunteers and participants involved in service delivery.
- Supporting the vision and strategy of volunteer and participant involvement.
- Champion the equality & diversity, sustainability plan and participation involvement strategy.

### ***General duties and responsibilities***

- To take part in regular supervision, appraisal and team meetings as well as other multi-agency meetings and forums as specified
- Treat all volunteers, service users and carers with respect and promoting equal opportunities
- To effectively organise your working day, making the best use of time, geographical distances and resources
- Identify personal learning and training needs through supervision and annual personal development review/plans
- Actively participate in training and education
- Ensure that personal appearance, practice and manner conform to the standards and expectations of ACE.
- Maintain a professional relationship with volunteers, service users, carers and colleagues
- Comply with all ACE policies, guidelines and protocols as outlined in the staff handbook
- To undertake other duties and responsibilities commensurate with the post as required

**Hours of Work:** 37 hours per week (full time)

**Holidays:** 25 days per annum plus public holidays. (Holiday are fixed and in line with school holidays)

**Pension:** You will be entitled to join ACE's pension scheme.

## **Specific Clauses**

### **Risk Management/Health and 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 as laid down by ACE.

### **Records Management**

The post holder has responsibility for the creation, maintenance and storage of records in accordance with the ACE policy, the Data Protection Act, the Freedom of Information Act and other relevant statutory requirements.

### **Confidentiality**

The post holder is required to maintain confidentiality of information in accordance with professional and ACE policy. The post holder may access information only on a need to know basis in the direct discharge of their duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their terms and conditions of service detailed in the contract of employment.

Agreed and signed:  
(Post holder)

Agreed and signed:  
(Manager)

Date:

Date:

**Person Specification**

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

	<b>Essential</b> Without which the post holder could not be appointed.	<b>Desirable</b> Extra qualities that can be used to choose between candidates with all essential criteria.	<b>Method of Assessment</b>
<b>Qualifications</b>	<p>Relevant professional or vocational qualification in SEN and youth work.</p> <p>Full driving license and access to vehicle for work use</p> <p>Have undertaken CPD in working with young people with SEN</p>	<p>Relevant professional or vocational qualifications in area of specialism.</p>	<p>Certificates</p>
<b>Experience</b>	<p>Experience of working directly with young people with SEN especially ASD, ADHD ODD</p> <p>Experience of working in educational settings</p> <p>Experience of working with employers, educators and trainers.</p>	<p>Experience of working across agency boundaries</p> <p>Experience of working in the relevant area of specialism.</p> <p>Experience of working with young people with complex needs and unemployment</p> <p>Experience of delivering training.</p> <p>Experience of providing outreach services</p>	<p>Application form, interview, references.</p>

<b>Skills</b>	<p>Excellent communication and interpersonal skills</p> <p>Facilitation and group work skills</p> <p>Ability to form professional relationships</p> <p>Negotiation, diplomacy and conflict management skills.</p> <p>Excellent time management and the ability to plan workload and work with the rest of the team to reach team goals</p> <p>Good IT and numeracy skills</p> <p>Able to reflect on practice</p>	<p>Skills related to unemployment.</p> <p>Have a can do approach to working with young people who have been disengaged</p>	<p>Application form, interview, references.</p>
<b>Knowledge</b>	<p>Understanding of Safeguarding young people and vulnerable adults and multi-agency work</p> <p>Awareness of good professional boundaries, particularly in relation to working with young people</p> <p>Understanding of the issues facing young people and families in urban and rural settings</p>	<p>Knowledge of local resources, agencies and services</p> <p>Knowledge of substance misuse and the issues of young people and unemployment</p> <p>Knowledge of monitoring targets and outcomes</p>	<p>Application form, interview, references.</p>
<b>Other</b>	<p>Ability to travel to enable the provision of outreach services and support</p> <p>Commitment to equal opportunities &amp; diversity and sustainability action plan and participation strategy.</p> <p>Demonstrates non-judgmental attitude towards service users</p> <p>Positive, co-operative, solution focussed attitude towards the team and the organisation in order to support the meeting of objectives</p> <p>Promote the service and the organisation positively to stakeholders, staff and service users</p> <p>Be able and willing to undertake further training and development</p>	<p>Ability to use own initiative</p> <p>Self-awareness</p> <p>Perception of panel from interview that post holder would fit into team</p>	<p>Application form, interview, references.</p>