



## THE SALVATION ARMY (UKT)

### JOB DESCRIPTION

**Job Title:** Job Life Coach

**Location:** A peripatetic role covering either the West of England Contract Package Area (CPA) or the West Midlands CPA. The South West locations include: Bristol Bedminster, Clevedon or WSM. The West Midlands locations include: Lye, Cradley Heath, Nechells or Oldbury.

**Line Managed by the Principle Job Life Coach**

**Liaison within The Salvation Army:** other staff on the contract & SA Corps Officers/staff.

**Liaison outside The Salvation Army:** staff of Prime Provider, support organisations, Employers

**Job Summary:** This job exists to provide practical 1:1 and group support in overcoming/removing personal barriers to entering and sustaining employment.

#### Key Tasks

- 1 Manage a Case Load of customers referred by the Prime Provider
- 2 Prepare an Individual Action Plan with each customer, relating to barriers identified as part of their initial interview and in-depth assessment process
- 3 Plan & deliver personal/life skills training (motivation, confidence building, budgeting), work entry support - 'Getting Ready for Employment'
- 4 Carry out group and 1:1 support sessions as required by the customer and contract
- 5 Carry out Solution Focussed Interviews with customer
- 6 Assist customer to carry out tasks to achieve identified solutions
- 7 Accompany customer to meetings/appointments etc if required
- 8 Help build self confidence and develop life skills of customer
- 9 Sign post/arrange more specialised/professional help if required (in liaison with the Contracts Manager)
- 10 Support Customers & Employers within a employment environment with the aim of ensuring sustained employment for the customer
- 11 Ensure all paperwork & electronic customer systems are accurate and kept up to date, providing a quality audit trail
- 12 Maintain a positive relationship, built on trust, with the customer
- 13 Maintain good internal and external communications
- 14 To carry out any other reasonable duties as requested

**THE SALVATION ARMY EMPLOYMENT PLUS (TSAEP)**  
**PERSON SPECIFICATION**  
**Employment Plus Job Life Coach**

Factor	Essential	Desirable
<b>Experience and Job Related knowledge</b>	<ul style="list-style-type: none"> <li>▪ 3+ years experience of working with people facing multiple barriers in their life</li> <li>▪ Knowledge of barriers preventing people entering and sustaining employment</li> <li>▪ Good knowledge of local professional Support Services</li> <li>▪ Understanding of the requirements applying to working with vulnerable adults</li> </ul>	<ul style="list-style-type: none"> <li>▪ Previous experience of supporting unemployed people either in a paid or voluntary capacity</li> </ul>
<b>Qualification/training</b>	<ul style="list-style-type: none"> <li>• Good Basic Skills - aptitude and experience are more relevant than qualifications</li> <li>▪ Good basic computer skills &amp; ability to input data</li> <li>▪ Willingness to work towards/ gain a relevant qualification</li> </ul>	<ul style="list-style-type: none"> <li>▪ Level 2 Maths &amp; English</li> <li>• Relevant qualification in Lifeskills coaching</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>▪ In sympathy with the aims and objectives of the Salvation Army</li> <li>▪ Desire to work with disadvantaged groups</li> <li>▪ Ability to motivate others</li> <li>▪ Excellent communication, inter-personal &amp; listening skills.</li> <li>▪ Ability to Organise Own Work Load and Prioritise Tasks</li> <li>▪ Ability to network and build business relationships</li> <li>▪ Empathy with the vision and purpose of TSAEP UK</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>▪ Ability to work flexible hours</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving license and access to a vehicle</li> </ul>