

Job Title: Supported Internship Job Coach

Grade: Band C

Reports to: Supported Internship Team Manager

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires strong people and commercial skills and the ability to deliver a customer centric service.

ECL's services alongside all activities within the wider social care sector are undergoing critical reviews and this role is key to achieving the redefined outcomes and objectives.

To deliver these, the role of the Supported Internship Job Coach is key in ensuring our customers on Supported Internships progress in their work placements and make successful transitions into paid work.

Job purpose

You will be responsible for providing training and support to individuals on Supported Internships to ensure successful transitions into paid work.

This role will be based within an employer's setting for the majority of the working hours. As we work with partner businesses our Supported Internship Job Coaches will be predominantly based at an employer's site. This also means the working patterns for the role align to the host businesses.

You will have the ability to influence, problem solve and make decisions, demonstrating flexibility, adaptability and a positive attitude.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Provide individualised support for the supported interns at the business worksite or competitive job which includes: job coaching, building natural supports, assistive technology, etc.
- Communicate effectively with any other staff, co-worker, family member, and/or partner organisation in relation to the individual being trained.
- Perform specific job analysis, task analysis, and job matching activities and to follow the TSI approach (Training in Systematic Instruction)
- To follow good Supported Employment practice, currently set out and rated within the SEQF / SIQF (Supported Employment/Internship Quality Framework)
- Carry out the steps of a job coaching plan as appropriate.
- Learn the host business's site culture, rules, and expectations within each department and assist interns to understand and work in-line with these.
- Assess intern progress and give feedback to intern and team members.
- Communicate with the manager regarding issues that may affect intern success at an internship or in employment. These decisions may be related to continued skills training, fading, behaviour, job tasks, etc.
- To work with consumers, employers, families, job placement specialists, agency personnel, and other appropriate parties to problem solve issues relating to training and employment where necessary.
- Practice positive reinforcement techniques with workers, co-workers, and other staff, and help facilitate disability equality training.
- Support and inform individuals in all areas relating to successful employment, from personal hygiene, communication, interviewing, and behaviour.
- Provide travel training on alternative routes to job site if necessary.
- To communicate with the Inclusive Employment Consultant/Team Manager to make final decisions regarding any issues that may affect individuals' success at a worksite or competitive job site. These decisions may be related to continued job coaching, fading, behavior, job tasks, etc.
- To attend training provided.
- Participate in decision making processes to identify and implement training strategies and/or services with other staff and host business staff.

- Attend monthly supervision and team meetings.
- To work with managers to ensure completion of allocated tasks and Access to Work paperwork, where required, to submit claims as requested and where required for individuals.
- Perform other duties as deemed necessary and appropriate by the Inclusive Employment Team manager and/or designated Day Opportunities manager.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person Specification

Key Skills and Competence

- Training in Systematic Instruction (desirable)
- Proven track record of working with young adults with a learning disability.
- Experience in breaking down tasks, job coaching and/or supporting adults with learning disabilities into employment.
- Able to adhere to and promote standards of the host business and/or competitive work site in order to promote 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 learners.
- Able to demonstrate daily work assignment responsibilities and be accountable for all hours assigned; be punctual and regular in attendance.
- Able to participate in professional growth activities such as conferences, in-services, etc.
- Act as an effective role model.
- Able to show enthusiasm, empathy and a sense of humor.
- Exhibit an overall positive and professional attitude, and diplomacy in building relationships with all parties.
- Utilise sound judgment and decision-making skills.
- Use Standard English in oral and written communication.

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right