



## JOB DESCRIPTION

**SERVICE:** Programme and Fund Services

**SECTION:** Lizard Pathways

**JOB TITLE:** Change Coach

(NB: DBS Enhanced Disclosure check required for this post)

**RESPONSIBLE TO:** Lizard Pathways Manager

**SUPERVISORY RESPONSIBILITY:** None

### KEY RELATIONSHIPS:

**Internal:** Lizard Pathways Manager  
Quality and Compliance Officer  
Lizard Pathways Delivery Team  
Head of Programme and Fund Services  
Health Works for Cornwall team  
Cornwall and Isles of Scilly People Hub team

**External:** Project Clients and Families  
Prime Providers and Contracting Authorities  
Funding and Partnership providers  
Managing Authorities and Government Departments  
Jobcentre Plus  
Other Partners throughout Cornwall  
Local Employers

### MAIN PURPOSE OF THE JOB:

Lizard Pathways works to enhance people's aspirations, skills and employability for the economic well being of Cornwall and the Isles of Scilly. As a Change Coach the post holder will be delivering employment and skills support on a variety of funding contracts and developing new areas of the service to ensure sustainability of service delivery. Decisions made at this level will have a major impact on the lives of individuals that engage with the service.



## KEY TASKS:

### Service delivery

- To engage the 'hardest to reach' disadvantaged individuals throughout Cornwall. Individuals will have multiple barriers to engagement and will require the post holder to adopt outreach and innovative methods to support onto the project
- To deliver Matrix accredited Information Advice & Guidance (IAG) and coordinate individualised packages of support to assist clients overcome multiple barriers in order for them to progress towards and take up sustained employment and training.
- To deliver quality motivational, confidence building, employability and vocational skills training to groups of participants/trainees, in line with awarding body requirements where appropriate.
- To deliver or coordinate successful achievement of set progress measures.
- To engage with individuals through remote, lone and outreach working adopting Flex working practices where necessary and to be responsible for own time management agreed through the Lizard Pathways Manager.

### Relationship management

- To engage and work with employers to maximise job opportunities.
- Establish strong professional relationships and support clients into employment, assisting with in work support to help the sustain the job.
- To work closely with other related funding initiatives aimed at supporting individuals into work or attaining higher skills (e.g. Cornwall and Isles of Scilly People Hub).
- To identify and pursue opportunities to work in partnership with community groups, employers, other organisations and professionals to support and extend service delivery and ensure 'best practice' is sought, maintained and updated.
- Assist and take part in the publicity and promotion of the employment programmes and associated participant funds to relevant parties.

### Service development

- To represent the project at conferences, seminars and meetings locally, regionally and nationally.

### Technical

- To provide financial related information, advice and support to assist individuals to budget and plan their transition into employment.
- Monitor the performance and compliance of project/client records and report to senior staff on opportunities, threats or trends.
- Assist senior staff in developing the effectiveness of service delivery.



## **Leadership & management**

- To maintain and develop up to date local labour market knowledge whilst being aware of economic trends and developments that can influence the employment prospects and career paths of individual clients.
- To be responsible for cash handling and preparing / brokering complex cases of support for individuals to access additional funds both internally and externally.

## **Performance reporting & management**

- To prioritise and manage own personal caseload including updating project database and producing monthly reports to evaluate activities, successes and highlight areas of improvement or concern.
- To maintain compliant files and data in accordance with audit and regulatory requirements and company practices.

## **Resource management**

- To present and complete all paperwork in a clear, accurate and auditable format for multiple contracts to meet the needs of the project, funders and customers.

## **Customer feedback**

- To contribute to the development of customer feedback systems for the team.
- To provide a point of contact for customer feedback, determining an appropriate response when required.
- To secure consented case studies of client progressions to meet contractual obligations and to help promote the programmes.

## **KEY RESULT AREAS:**

- Compile accurate regular performance and financial monitoring returns for the Lizard Pathways Manager.
- Maintain accurate and compliant performance records and contractual paperwork of delivery for internal and external contractors.
- Maintain accurate and compliant database and contact records, files and financial records in compliance with funders' procedures.
- Manage caseload effectively and efficiently, referring individuals to alternative support where necessary.



## PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
  - achieving excellence
  - valuing ourselves and others
  - showing personal leadership
  - being passionate about what we do
  - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the Directorate
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the General Data Protection Regulation and current Data Protection policy
- Carry out responsibilities with due regard to the Equality Act 2010, the Company's Equal Opportunities Policy and Environmental Policy
- Work at all times within the code of the Health & Safety Act

*This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.*

*Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.*

*In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties*

**Date last reviewed: September 2020**

**Approved by manager: September 2020**

**Agreed with post holder:**

**Date Personnel informed:**



## PERSON SPECIFICATION

**SERVICE:** Programme and Fund Services  
**SECTION:** Lizard Pathways  
**JOB TITLE:** Key Worker

### EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Excellent experience of working with disadvantaged people and socially excluded communities</li> <li>• Experience of multi agency working</li> <li>• Experience of delivering one to one support/Information, advice and guidance</li> <li>• Experience of challenging inappropriate attitudes, behaviour and beliefs.</li> <li>• Excellent experience of providing Initial Assessments, Action Planning and Target setting.</li> <li>• Experience of working with employers and supporting clients into employment.</li> </ul>	<ul style="list-style-type: none"> <li>• Substantial previous experience in Advice and Guidance or equivalent.</li> <li>• Experience of close partnership/ co-funding working.</li> <li>• Experience of delivering coordinated family support</li> <li>• Experience of accessing funding sources</li> <li>• Experience of delivering a range of training programmes to a variety of customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form / CV</li> <li>• Interview</li> <li>• References</li> </ul>

### EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• NVQ4 in Advice and Guidance or working towards</li> <li>• Basic level Teaching qualification (PTLLS) or equivalent qualification or experience</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 Literacy/numeracy</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form / CV</li> <li>• Certification</li> <li>• Interview</li> </ul>



## BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Excellent interpersonal skills, both with individual clients, families, the team and with external partners and employers</li> <li>• Sound communication skills both written and verbal</li> <li>• Adaptable and be able to react positively to change with a flexible approach.</li> <li>• Ability to identify individual needs and goals and clearly setting a client "journey" through effective SMART action planning</li> <li>• Thorough, reliable, diplomatic, people-friendly.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to encourage others to achieve their goals.</li> <li>• Ability to contribute to customer service improvement and methods of feedback.</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form / CV</li> <li>• Interview</li> </ul>

## KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Knowledge of social and economic issues in Cornwall.</li> <li>• Microsoft Office (in particular experience of using databases and excel)</li> <li>• Proven ability to manage and prioritise own work load</li> <li>• Sound organisational and administrative skills</li> <li>• Good numerical/ mathematical skills</li> <li>• Proven ability to work one to one with clients in outreach situations</li> <li>• Thorough understanding of Equality and Diversity /Safeguarding and GDPR</li> <li>• Knowledge of European</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to develop a wide range of projects.</li> <li>• Good presentation skills.</li> <li>• Knowledge of other ESF and mainstream employment and skills provision</li> <li>• Coaching and or Mentoring skills.</li> <li>• Knowledge of generating publicity and awareness for projects.</li> <li>• Sound negotiation skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> </ul>



Social Fund/ DWP/Lottery/Jobcentre Plus funding		
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**ANY ADDITIONAL FACTORS**

Essential	Desirable	How identified
<ul style="list-style-type: none"> <li>• Occasional work outside normal office working hours may be required</li> <li>• Access to own vehicle and ability to travel throughout the County</li> <li>• This post requires DBS Enhanced check to be undertaken</li> </ul>		<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>