



## **RUTLAND COUNTY COUNCIL**

### **JOB DESCRIPTION**

**Position Title:** Job Coach – Connect to Work

**Grade:** G06

**Directorate:** Adult & Health

**Department:** RISE

**Responsible to:** Senior Mental Health Neighbourhood Lead

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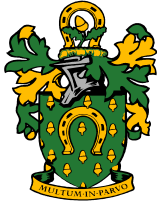
#### **Purpose of the Job:**

To be responsible for delivering the Job Coach role as part of the Supported Employment Quality Framework (SEQF) for Rutland's Connect to Work programme.

To help disabled individuals, people with long-term health conditions, and those from disadvantaged backgrounds who face multiple and complex barriers to employment. The programme supports participants in both entering and sustaining meaningful work.

#### **Main Responsibilities:**

1. To manage a caseload of clients who are motivated to start/return to work.
2. Deliver the Supported Employment Quality Framework (SEQF) model to ensure a high standard of service and outcomes.
3. Ensure client eligibility and suitability in line with Connect to Work guidance, signpost ineligible clients to alternative support, and monitor outcomes against deadlines and KPIs.
4. Support clients to identify their skills, aspirations, and goals through a Vocational Profile and Action Plan, providing guidance with job searches, CVs, applications, interviews, and career development. This includes accurate benefits advice, practical interview preparation, and delivering training or workshops on employability skills to improve their chances of gaining and sustaining employment.
5. Assess client's support needs related to work, providing support & guidance.
6. Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.



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7. Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and ongoing contact with the employer to ensure job retention.
8. Once employment has been secured continue to provide quality service through conducting regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.
9. To provide all information/documentation requested by DWP for the purposes of activities undertaken by DWP to evaluate the effectiveness and success of Connect to Work.
10. To maintain detailed and accurate case notes, action plans and Connect to Work participant paperwork and upload these on to the management information system within the allocated timeframe.
11. To provide information, advice guidance & support to individuals about the pathways of opportunities available to them to gain, return and sustain work.
12. Liaise with health professionals, partner agencies, employers, and referrers to address individual needs, develop joint working with diverse organisations, and ensure all parties remain informed and coordinated in supporting individuals to achieve and sustain employment.
13. To take part in informal training with colleagues from external organisations to help raise awareness and improve their knowledge about the Connect to Work model.
14. To collect and collate statistics that supports the ongoing monitoring of service delivery/quality. To provide information for service reports as required and participate in regular audits and evaluations.
15. To work as part of a team to further develop quality standards to continue to improve service delivery and the implementation of Connect to Work.
16. To work flexible hours as required to meet the needs of the individuals and the vocational service.
17. Work closely with the Connect to Work Programme Manager at Leicester City Council, providing regular updates and data as required, while collaborating with partners across Leicester, Leicestershire, Rutland, and other stakeholders.

***Standard clauses for all roles:***



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To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

### **Behaviours and outcomes:**

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

### **Dimensions:**

- a) The post holder does not have direct responsibility for staff.
- b) The post holder does not have any financial responsibility.
- c) The post holder will be expected to record customer data and collect and collate referral outcome statistics for our funders. A software system will be used to input project outcomes, client progress and related paperwork such as return-to-work action plans and reviews etc. Face-to-face and non-face to face contacts recorded, and project monitoring and service statistics provided for managers.
- d) Impact: The Connect to Work Programme is part of the Government's Get Britain Working Strategy. Connect to Work aims to take a collaborative, locally



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led approach to tackling 'Hidden Unemployment'. It will help connect local work, health and skills support.

The post holder will contribute to the Connect to Work employment outcomes by supporting those with barriers to employment in Rutland and enable individuals to move into work or return to work.

### JOB REQUIREMENTS

#### QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
A-Level/NVQ4 or equivalent level of experience	A, D

Desirable	Method of Assessment *
L4 Information, Advice and Guidance	A, D

#### EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
An ability to initiate and develop relationships with partners including local clinicians, employers and Job Centre Plus staff	A, I
An ability to work independently, reliably and consistently.	A, I
Supporting disabled people and individuals with health conditions who may face complex barriers to starting, sustaining, or progressing in work, using vocational assessment and profiling skills.	A, I
Experience of partnership working, negotiation and liaison work with other agencies to facilitate progression into work or to retain it	A, I
Knowledge of the barriers faced by individuals who may be socially excluded and furthest from the labour market.	A, I



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Experience of supporting people into work	A, I
Working knowledge, understanding and experience of motivating individuals and developing their skills in line with their individual action plans	A, I
Experience of working on own initiative as well as being an effective team member	A, I

Desirable	Method of Assessment *
Basic counselling skills	A, I

### **SKILLS**

Essential	Method of Assessment *
Good report writing skills	A, I
Good numeracy and information management skills	A, I
Intermediate IT skills	A, I
Good facilitation skills	A, I
Good presentation skills	A, I
Good marketing skills	A, I
Good negotiation skills and persuasive style	A, I
Advanced interpersonal skills	A, I
Commitment to confidentiality	A, I
Commitment to on-going personal development and training and that of the team	A, I
Demonstrate and promote social inclusion	A, I
Commitment to empowering the individual to make informed choices	A, I
Commitment to meeting diverse needs	A, I



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### EQUALITY AND DIVERSITY

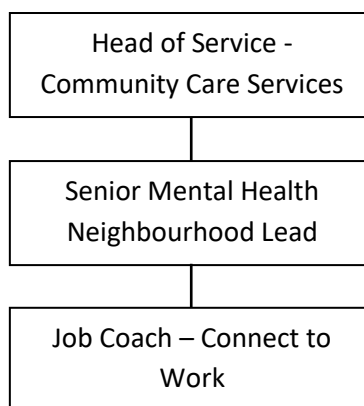
Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

### OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

\* **A = Application Form**    **D = Documentary evidence**    **I = Interview**    **T = Test**

### STRUCTURE



**NOTE:** These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.



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DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
Aug 2025	New	Mark Young – Senior Mental Health Neighbourhood Lead