

## **JOB DESCRIPTION**

**Job Title** JETS Employment Coach

**Department:** Work

**Reporting to:** JETS area Manager

### **Main Job Functions:**

Building strong and positive relationships with customers, enabling them to make well informed choices and support into sustainable employment.  
 Navigating customers through multi-agency interventions.  
 Utilising a multi-channel platform (digital, video, telephone) to support customers to engage.  
 Making connections with local services, including case conferencing

### **Key accountabilities**

- To provide a remote and digital employment support, effectively using platforms such as video conferencing and telephone to recommend job search activities.
- To provide job search support including, job searching techniques, cv, interview skills and coaching on online interviewing
- Delivering job search group sessions
- Supporting customers to gain digital access
- Supporting and co-ordinating sector training and accredited training
- To ensure clients have access to workshops/module options and tailored support
- Supporting customers undertaking accredited training
- Delivering advice and guidance
- To maintain accurate and timely records and use IT management systems correctly in line with contract and funding requirements.
- Ensure accurate records and actions are completed
- Use assessments and skills analysis to support customers to consider all options available to them to gain employment.
- Signpost customers to external organisations for addition support in line with their action plan.
- Maintain up to date knowledge of the local labour market
- Engage with employers for job search support

• To know about welfare benefit and support systems available.  
 (NB In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required).

**Date of Description: Sept 2020**