



Job Description

Organisation:	YMCA Norfolk
Job Title:	On Track Coach
Responsible to:	On Track Senior Coach
Location:	Countywide
Pay Band:	£11.70 per hour

Role Summary

The purpose of the role is to provide coaching support to the hardest to reach young people aged 16-24 years, with multiple barriers to education, training and employment **across Norfolk** to move towards or get into education, training and employment.

The On Track coach will be part of a team of Coaches who will meet on a regular basis through the On Track Central meetings for case review, peer support, training, review of cross cutting themes and strategies. The other coaches have a variety of specialisms.

Key Responsibilities

Participant Support

- Engage with participants through outreach and establish professional and appropriate relationships with them, both as individuals and in groups.
- Engage with participants in a one to one setting in a variety of venues such as libraries, community centres and café's providing coaching support to move the participant towards and/or into education, training or employment.
- Provide support, advice, information and help to those contacting On Track
- Complete initial assessment and eligibility checks for participants to access the On Track programme
- Work closely with project team members, other support providers to help meet the needs of participants

On Track and Wider Support

- Ensure defined targets and outcomes are achieved for area of work
- Train employers, educators and trainers if they need to understand issues affecting a young person.
- Network on behalf of the On Track partnership raising awareness of the programme and support on offer for potential participants as well as opportunities for stakeholders to be involved as directed by On Track Central and On Track Partnership Manager
- Work in partnership with other related/interested agencies and individuals, as appropriate

- Work with and assist in the training of On Track volunteers and participants involved in service delivery
- Champion the equality & diversity, sustainability plan and participation involvement strategy.

General duties and responsibilities

- To take part in regular supervision, appraisal and team meetings as well as other multi-agency meetings and forums as specified
- Treat all volunteers, service users and carers with respect and promoting equal opportunities
- To effectively organise your working day, making the best use of time, geographical distances and resources
- Identify personal learning and training needs through supervision and annual personal development review/plans
- Actively participate in training and education
- Ensure that personal appearance, practice and manner conform to the standards and expectations of YMCA
- Maintain a professional relationship with volunteers, service users, carers and colleagues
- Comply with all YMCA and On Track policies, guidelines and protocols
- To undertake other duties and responsibilities commensurate with the post as required

Risk Management/Health and Safety

In accordance with the relevant policies and procedures of YMCA and relevant legislation the post holder:

- has a responsibility to themselves and others in relation to managing risk, health and safety;
- has responsibility for the creation, maintenance and storage of records in accordance with the YMCA and On Track policy, including email documents and with regard to Data Protection legislation, the Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

Confidentiality

The post holder is required to maintain confidentiality of information in accordance with professional and YMCA Norfolk policy. The post holder may access information only on a need to know basis in the direct discharge of their duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their terms and conditions of service detailed in the contract of employment.

Hours of Work:	37.5 per week (with occasional evenings and weekends)
Holidays:	33 days per annum inclusive of all Bank & Public Holidays.
Contract:	Fixed Term until 30 th April 2023
Pension:	Access to contributory stakeholder pension scheme after 3 months.

Person Specification

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

	Essential Without which the post holder could not be appointed.	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
Qualifications	Full driving license and access to vehicle for work use	Relevant professional or vocational qualification in youth work. Coaching qualification or willingness to participate in coaching skills training. Relevant professional or vocational qualifications in area of specialism.	Certificates
Experience	Experience of working directly with young people Experience of working in community and/or educational settings Experience of working with people to achieve specific goals	Experience of working across agency boundaries Experience of working in the relevant area of specialism. Experience of working with young people with complex needs and unemployment Experience of carrying out assessments Experience of providing outreach services	Application form, interview, references.
Skills	Excellent communication and interpersonal skills Ability to form professional relationships with young people Negotiation, diplomacy and conflict management skills in relation to young people Excellent time management and the ability to plan workload and work with the rest of the team to reach team goals	Facilitation and group work skills	Application form, interview, references.

	Essential Without which the post holder could not be appointed.	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
	Good IT and numeracy skills Able to reflect on practice		
Knowledge	Understanding of Safeguarding young people and vulnerable adults and multi-agency work Awareness of good professional boundaries, particularly in relation to working with young people Understanding of the issues facing young people and families in urban and rural settings	Knowledge of local resources, agencies and services Knowledge of Housing and the issues of young people and unemployment Knowledge of monitoring targets and outcomes	Application form, interview, references.
Other	Ability to travel to enable the provision of outreach services and support Commitment to equal opportunities & diversity and sustainability action plan and participation strategy. Demonstrates non-judgmental attitude towards service users Positive, co-operative, solution focussed attitude towards the team and the organisation in order to support the meeting of objectives Promote the service and the organisation positively to stakeholders, staff and service users Be able and willing to undertake further training and development	Ability to use own initiative Self-awareness Perception of panel from interview that post holder would fit into team	Application form, interview, references.