

## Job Description

**Job title:** Supported Internship Senior Job Coach

### Line

**Manager:** Internship Project Manager

**Salary:** £27,653

**Hours:** 8:30 – 16:15, Mon – Fri, 36 hrs per week

### Annual

**leave:** 25 days plus Bank Holidays

**Contract:** Full Time, Permanent

**Location:** Whipps Cross or The Royal London Hospitals with occasional work across Barts NHS Trust.

## Introduction to Generate

Generate has been creating opportunities and offering support to people with a learning disability since 1972. We are committed to improving the lives of people with a learning disability by supporting and encouraging them in a creative way to access opportunities in their communities, take their place as citizens and reduce their reliance on services.

[Generate - Your Life, Your Support \(generate-uk.org\)](http://generate-uk.org)

## What Are Supported Internships

Supported Internships are government-funded College/Employment programs specifically designed to facilitate the smooth transition of young individuals with Special Educational Needs into paid employment. Interns will have the amazing opportunity of being placed within operational businesses for an entire academic year, allowing them to acquire crucial employment skills through real-world work experiences. While working in the host business, interns will be fully supported by a dynamic team of job coaches and a tutor to assist them in developing their skills.

Generate Opportunities has been at the forefront of delivering Supported Internships since 2018, collaborating with prestigious partners across multiple sites in London. Through our programs, we have achieved remarkable success in enhancing employment outcomes for young people with disabilities. We are now looking to build and expand on your success by growing our staff team and partnerships.

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### **Main Purpose of the Job**

Generate Opportunities have been partnered with Learning In Harmony and Barts NHS Trust over the last four years to be part of their flagship DFN Project SEARCH site at Whipps Cross Hospital. The DFN Project SEARCH site at Whipps Cross Hospital has been successfully running for over ten years and has been recognised nationally with awards for the outstanding quality of the programme. Due to the success of the programme, we expanded into St Bartholomew's Hospital in 2022 and are now starting a new programme at The Royal London Hospital. We are excited to announce an exceptional opportunity for experienced professionals to join our team as Senior Job Coaches for our Supported Internship programme. As a Senior Job Coach, you will take on a leadership role with increased responsibilities, working closely with supported interns, host businesses, and our dedicated team. In addition to providing personalized support during term time, you will go above and beyond by working outside of term time to facilitate job placements, build strategic partnerships, and explore diverse opportunities for our interns. Your extensive expertise and guidance will be crucial in empowering interns to make successful transitions into paid employment, while also fostering their personal growth and independence. As a Senior Job Coach at Generate Opportunities, you will have a profound impact on the lives of young individuals with disabilities, helping them unlock their full potential and thrive in the ever-evolving workplace. Join our esteemed team and be part of a transformative journey that not only changes lives but also shapes the future of supported employment.

### **Detailed Responsibilities and Duties**

Duties will include but are not limited to: -

- Develop a wide variety of internship placements with managers from the host business, with the aim of upskilling interns in a range of areas.
- Communicate and problem solve with host business managers and other Supported Internship partners, i.e. internships, issues, challenges, successes, etc.
- Report all progress/ challenges of interns and make recommendations of intern progression to the next internship phase of program.
- Maintain accurate records, including information on each intern's skills acquisition and overall progress.
- Develop Task Analysis and methods of job coach instruction on internships.
- Coach interns in their respective job roles on placement.
- Develop portfolio and CVs for each intern based on interests and skills acquired.
- Recommend reasonable adjustments to increase efficiency, skill development and job success.
- Support host business to create paid jobs for interns.
- Work closely with curriculum Instructor to develop and deliver appropriate curriculum content.

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- Market Supported Internships within host business and other appropriate community agencies.
- Actively market/engage the service to professionals and people with SEND.
- Establish review schedule with all managers, collect feedback and improve internship process based on feedback.
- Manage an active caseload of interns with a focus on achieving competitive paid employment.
- Work with interns to identify their aspirations for employment.
- Build a thorough knowledge of the local labour market and assist individuals with securing employment.
- Engage with employers, to secure employment opportunities for the client group and market the service to employers, negotiating reasonable adjustments, where appropriate.
- Make effective job matches based on knowledge of caseload and employer research including developing an understanding of employers' recruitment and business needs.
- Identify any skills gaps and plan with the individuals and employers how these will be bridged.
- Carry out risk assessments to ensure health & safety of service provision.
- Provide holistic support for interns with key partners.
- Use management information systems and submit data, case studies, reports and funding related admin.
- Meet performance targets on supporting service users on their pathway to employment including sustained job targets.
- Any other duties that are commensurate with the function and the grade of the post.

### Person Specification

Qualifications	Essential	Desirable
NVQ in advice & guidance or equivalent.		*
Undertaken TSI and/ or Supported Employment Training/ demonstrable experience	*	

Experience/Knowledge:	Essential	Desirable
Experience in the supported employment sector/experience of working with individuals with people with special education needs/ learning disabilities/ autism	*	
Experience of proactively developing partnerships with employers and brokering suitable employment opportunities for disabled candidates		*
Working knowledge of the IPS/ Supported Employment Models.		*
Basic understanding of Health and Safety in the workplace	*	

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Experience being a positive role model in the workplace and leading by example	*	
Working knowledge of Supported Employment Model and current thinking in this field/the welfare to work sector.		*
Knowledge of mental health conditions and techniques that support people best into employment.		*
Knowledge of safeguarding, GDPR & risk management.	*	

<b>Skills:</b>	<b>Essential</b>	<b>Desirable</b>
A patient, creative approach to supporting people with learning disabilities to learn tasks	*	
Clear written and spoken English and ability to manage appropriate communication with people with various disabilities	*	
Reliable, punctual, flexible, and honest working approach	*	
Ability to follow procedures such as safeguarding and risk assessment swiftly and accurately	*	
Ability to understand equality and diversity issues and to place them at the heart of your work	*	
Competent IT skills	*	
Able to advocate on behalf of people with mental health conditions to access training and job opportunities.	*	
Able to effectively coach employability skills to people with SEND	*	
Able to prioritise work/manage workload and meet targets/deadlines.	*	
Able to physically support interns while they are on placement and across other sites where necessary.		

### **General Responsibilities**

- To be an active member of the Generate staff team.
- To comply with all relevant Generate policies, procedures and guidelines, including but not limited to Equal Opportunities, Health & Safety, Children & Vulnerable Adults, and Confidentiality of Information.
- To represent Generate positively in a variety of situations and respond professionally to general enquiries.
- Although normal office/ retail/ hospitality sector hours will apply, the post holder must be flexible in his/her hours to meet the needs of Generate.
- Keep records and report on outcomes of your work.
- Keep up to date with current issues and good practice in the field of the Access to Work programme.
- Engage with support offered by colleagues and undertake training as required.

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- Undertake any other reasonable task relevant to the work of the organisation that may be requested by the management team.

## **Generate Values**

### **Community**

- We believe in the power of our community – we are stronger together!
- We share a common goal to work together with people with a learning disability, autism and other disabilities to build better lives and connect to communities as equal citizens. People are always welcome and supported and we create a sense of belonging.

### **Courage**

- We are decisive and accountable for our actions, and take steps to continuously improve.
- We are bold. We break down barriers and are advocates of change.
- We are fair, and will not hesitate to challenge injustices.

### **Working together**

- We are a team – we recognise that each of us has a part to play to make a difference.
- We learn from others and share ideas to help shape the organisation and our services.
- We build strong connections with the community and we form partnerships with others who share the same values.

### **Good Communication**

- We listen and ensure everyone has a voice.
- We communicate with honesty and respect.
- We share and celebrate our successes.

### **Diversity and Inclusion**

- We foster a culture where every voice is welcome, heard, and respected.
- We always behave in a way that is positive and
- We embrace the differences of our diverse community with different perspectives and life experiences

### **Creativity**

- We think differently to find solutions and challenge stereotypes.

Generate is an equal opportunity employer  
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