

Job Description – Job Coach

Project: WorkAid (SEWS)

Work Location: Burgess Hill

Directly responsible to: WorkAid Deputy Manager

Overall responsible to: WorkAid Manager

**General Purpose:**

A new and exciting opportunity has arisen within the WorkAid team.

We are looking to recruit a Job Coach to work with an employer at the Burgess Hill Industrial Estate. The role will be to support a young 18-year-old male with William Syndrome, who is keen to maximise his potential in his new Warehouse Assistant role.

Working alongside the customer, you will learn the role together, and then provide ongoing mentoring to the customer: always encouraging and promoting independence. Due to the customer’s abilities, he will need regular prompting, and at times physical support for him to carry out his responsibilities. As well as working with the customer you will frequently liaise with the Warehouse Manager.

The position is for 15 hours a week (Monday – Friday) but hours are negotiable for the right candidate as it is imperative to get the right person to fit the needs of the customer. The role, through Access to Work is funded until February 2027, but with scope to continue if the support is required ongoing.

**Key Terms and Conditions:**

* Salary FTE £23841.55 (£9536.62 pro rata)
* Hours of work – 15 hrs per week – part-time or flexible hours arrangements can be discussed to work around candidate’s availability.

**Duties and Responsibilities:**

**Job Coach Role:**

* To help assist with the planning of tasks and timings.
* To help the client to start work and stay on task.
* Prompting and monitoring of work tasks.
* Monitoring client’s energy levels, mood and safe conduct.
* Encourage the client to socialise and build working relationships with their colleagues.
* Due to having access to personal information, you will need to understand confidentiality as this information is covered by the Data Protection Act.
* Role-modelling a non-judgemental, person-centered approach to support that includes the 12 principles of Supported Employment as outlined by the British Association of Supported Employment. [About Supported Employment | British Association for Supported Employment (base-uk.org)](https://www.base-uk.org/about-supported-employment)
* Maintain accurate record keeping, including timely administration of Access to Work support summaries and claim forms.

**Client’s Warehouse Assistant Role:**

* To receive the deliveries of goods both physically and in the system; reporting any disparities to the Warehouse Manager.
* To put received goods into stock or allocate to jobs required.
* To pick customer orders from stock, pack and dispatch. Assist with loading goods to carrier vehicles if/as required.
* Ensure stock level accuracy by conducting regular stock takes, reporting disparities and adjusting levels to reconcile with actuals.
* To maintain a tidy, organised and process driven warehouse.
* Assist with special projects e.g. rearranging stock, setting up new areas etc.

**Person Specification:**

**Essential:**

* Experience of working with people with learning disabilities/autistic people
* Excellent communication skills including interpersonal and written skills
* Basic IT literacy skills required to facilitate the quick learning of the systems in use and ensure that competence is achieved.
* Be non-judgemental and open-minded
* Be an active listener
* Work with patience and open mindedness, with the ability to empathise
* Excellent organisational skills
* Excellent co-working with other professionals and external stakeholders
* Be able to travel to Burgess Hill Industrial Estate

**Desirable:**

* Previous experience of working with people with disabilities.
* Coaching or Mentoring Qualification or equivalent.
* Understanding of Access to Work processes.