



## **JOB DESCRIPTION**

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| <b>Job Title:</b>      | Village Coach                                                            |
| <b>Responsible to:</b> | CRCC and Village Works Steering Group                                    |
| <b>Salary:</b>         | £22,300 per annum                                                        |
| <b>Hours:</b>          | 35 hours per week                                                        |
| <b>Location:</b>       | One post in Bude & Camelford Area and one post in Helston & Lizard Area. |
| <b>Contract:</b>       | Fixed term to 31 December 2021                                           |

### **CRCC's Mission:**

'To enable Cornwall's communities to be vibrant, sustainable and resilient'

### **Job Purpose:**

The Village Coach is a supportive role to help people to reach their potential who may be socially excluded, vulnerable and have complex needs. You will need to take a holistic approach with participants, helping them to identify their needs and assisting with solutions. You will provide a patient and understanding point of view, recognising that the participants may need ongoing support, as you guide them, using motivational interview techniques, to identify individually tailored SMART goals.

This role is about communicating effectively with participants, listening to their needs and responding accordingly. You will need to build and maintain trust through their journey with the Inclusion Cornwall Hub, working at their pace, encouraging and empowering them to make positive changes for themselves.

You will work on a one to one basis with participants, using different forms of engagement, as appropriate, which will include using IT, meeting in local communities and in people's homes. You will have experience of assessing, building goal orientated action plans and triaging. You will work alongside communities, groups, other partners, local businesses and services to ensure the best outcome for the participant.

The Coach will be a constant point of contact for the participant throughout their journey. You will need to understand where and when to bring in other services whilst continuing to provide support and encouragement. You will need to help the participant understand and identify for themselves how they have developed and grown, recognising their own empowerment, increased strength and self esteem.

### **Main duties and responsibilities**

- Providing one to one support to people using an a range of tools such as SMART goals to help people make positive changes to their lifestyle through behaviour change
- Supporting individuals to identify an action plan including barriers they will face and how to overcome them and assist them in achieving their goals to improve their wellbeing
- Supporting people to access services and other providers who can play a part in helping people to achieve a sustained behaviour change

- Liaising with local communities in order to promote, support and engage participants with making positive behaviour changes
- Liaising with Village Spotter where gaps in provision are identified
- Supporting the engagement of individuals at most risk of inequalities/exclusion in a way most appropriate to their needs to provide opportunities for achievement of aims
- Ensuring that contacts are maintained and details kept up to date to ensure appropriate signposting for clients to increase access to services
- Ensuring that monitoring and evaluation data is collected as required
- Ensuring all client paperwork is kept up to date in a timely fashion ensuring that confidentiality is assured, the Data Protection Act adhered to and integrity of the Inclusion Cornwall Hub is maintained

*This job description outlines your main tasks and responsibilities but you may be asked to undertake further duties when necessary*

Signed: .....

Dated: .....

**PERSON SPECIFICATION**  
**Village Coach**

| <b>Attributes</b>                             | <b>Minimum Criteria</b>                                                                                                                                                                                                                                                                                                                                    | <b>Method of Assessment</b>  | <b>Desirable Criteria</b>                                                                                                        | <b>Method of Assessment</b>  |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>Experience</b>                             | Minimum of 3 years working in a frontline role supporting people to make progression                                                                                                                                                                                                                                                                       | Application Form & Interview | Experience as a Job Coach or similar                                                                                             | Application Form & Interview |
| <b>Education, training and qualifications</b> | Good standard of education<br><br>Evidence of vocational training/qualification                                                                                                                                                                                                                                                                            | Application Form & Interview | Degree/HND or equivalent, relevant to post<br><br>Qualifications in Information, Advice and Guidance and/or Coaching & Mentoring | Application Form & Interview |
| <b>Relationships</b>                          | Able to develop effective working relationships with people and adults in a variety of settings<br><br>Ability to communicate effectively with a wide range of people including people of all ages, staff and volunteers                                                                                                                                   | Application Form & Interview |                                                                                                                                  |                              |
| <b>Equalities and Diversity</b>               | <b>Commitment to</b><br><br>Experience of working face to face with vulnerable and disadvantaged people in a range of settings                                                                                                                                                                                                                             | Application Form & Interview |                                                                                                                                  |                              |
| <b>Skills &amp; Knowledge</b>                 | Knowledge of and experience of developing and delivering advice, guidance and support services for people in a range of settings<br><br>Knowledge and understanding of the issues affecting people's lives and implementing appropriate support programmes<br><br>Awareness of the needs of local communities in relation to financial capacity, financial | Application Form & Interview | Motivational Interviewing Skills<br><br>Experience of working in financially deprived communities / context                      | Application Form & Interview |

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|  | <p>literacy and financial resilience.</p> <p>Understanding of social exclusion issues</p> <p>Comprehensive understanding of the impact of the economic downturn in relation to financially excluded communities.</p> <p>Experience of devising appropriate strategies to engage vulnerable or disadvantaged people in advice and support services</p> <p>Experience of project reporting and evaluation</p> <p>Promotion and presentation experience</p> <p>An understanding of safeguarding and child protection legislation, policy and practice and experience of supporting and advising staff on safeguarding issues and concerns</p> <p>High personal integrity and motivation</p> <p>Commitment to continuous personal development</p> |  |  |  |
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