**New Horizons Coach**

**Hours:** 37 hours per week (full-time)

**Contract:** Fixed term contract until 31st March 2022

**Starting salary:** £22,401

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays.

**Pension Scheme:** Contributory scheme in place

**DBS Check required:** None required

**Closing date:** Friday 11th October (12.00 - Midday)

**Interview date:** Wednesday 16th October

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants* on our website: [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the personal specification when completing the application form. Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references.   
  
For further information about this post please contact:

Ben Sampson, Head of Employability ([ben.sampson@voluntarynorfolk.org.uk](mailto:ben.sampson@voluntarynorfolk.org.uk))

Please return completed applications to:

Julia Creusson, Head of Resources and Facilities ([hr@voluntarynorfolk.org.uk](mailto:hr@voluntarynorfolk.org.uk))

Voluntary Norfolk

St Clements House

2-16 Colegate

Norwich

NR3 1BQ

*Please be advised that only applicants shortlisted for interview will be contacted.*

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**Introduction to Voluntary Norfolk**

From its earliest beginnings in 1969 Voluntary Norfolk has supported and encouraged active volunteering to help keep our communities vibrant and enable people to thrive. Over time, our charity has grown in size and scope, but fundamentally, this goal has always been at the heart of what we do and what we are about. Alongside our delivery of some key direct services, it is what we are best known for and the area in which we have built the strongest reputation.

Aligned to this is the pride we take in supporting Norfolk’s voluntary and community organisations, they are the heartbeat of local community life, helping keep Norfolk’s communities vibrant and healthy. Our commitment is to continue this support, playing our part in making communities ever more caring and resilient – places where people are better able to adapt and respond well to changes in the world about them.

Our mission is to lead voluntary action to build stronger communities where people are able to work together to improve their lives and fulfil their ambitions*.*

To achieve this we aim to:

* Inspire and enable local people to volunteer and help others in their communities
* Support the development of community groups, charities and social enterprises and enable them to thrive
* Drive a partnership approach with the voluntary and public sector to deliver integrated and sustainable services
* Deliver innovative voluntary services to improve the health, wellbeing and the employability of local people

Voluntary Norfolk is a company limited by guarantee (Registration No. 5616120) and a registered charity (Registration No 1112017) with an elected Board of Trustees.

Telephone: 01603 614474

Further information about Voluntary Norfolk can be found on our website: [www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

**Job Description**

**Title:** New Horizons Coach

**Reporting to:** Head of Employability

**Based:** TBC

**Main Purpose of the Job:**

To support people in identifying their goals around money, work and being online; develop their skills and confidence around those issues; and enable people to make progress towards their goals.

This post is solely funded by the European Fund and National Lottery Community Fund.

**Main Tasks:**

Service Delivery

1. To meet with people in convenient locations or within relevant services and carry out an assessment of their needs and goals around financial capability/resilience, digital inclusion and employment & training.
2. Where appropriate to enrol people onto New Horizons as Participants, obtaining evidence to demonstrate their eligibility and suitability for the service.
3. To regularly contact and meet with Participants to support them in pursuing their identified goals around money, training, volunteering and employment.
4. To support job-seeking and economically-inactive Participants into training where appropriate, and prepare economically inactive customers for moving into job search where appropriate.
5. To accurately record information on customers on appropriate forms e.g. Participant Action Plan, and enter the required information onto CHS’s Management Information System (Charitylog) to deadlines.
6. To manage a caseload to meet targets and respond to issues and/or alert line manager of issues as relevant.

Promotion

1. To promote services to potential Participants e.g. by attending professional network meetings and liaising with established services.
2. To promote the service to stakeholders and stimulate appropriate referrals.

Service Development

1. To recommend ways of improving the service to your line manager.
2. To set up and maintain relationships with organisations which are likely to refer people into the service.

Learning

1. To regularly reflect on what has worked well and what hasn’t in your interactions with Participants, informing your Manager of your learning.
2. To regularly provide information to your Manager on informal feedback from Participants.

Internal

1. To act as an ambassador to CBR Business solutions, promoting the services on offer and ensuring the strategic importance of CBR Business solutions within the sector.
2. To carry out additional tasks where appropriate, which may be allocated by the Head of Employability and/or other members of the Senior Management Team.

All Voluntary Norfolk post holders are responsible for:

* Working to the policies of Voluntary Norfolk.
* Promoting equal opportunities & respecting diversity within all aspects of their work.
* Complying with Health and Safety Regulations.
* Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive Officer.

**Personal Specification**

The person appointed to this post would normally be expected to meet the following criteria**:**

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| --- | --- |
| Experience & qualifications | Essential or Desirable |
| The ability to take the initiative and shape projects. | E |
| Experience of giving financial/welfare advice; or employment/training advice; or coaching/mentoring advice. | E |
| Experience of tutoring, coaching or mentoring people on an individual basis. | E |
| Experience of working with disadvantaged, excluded or vulnerable people. | E |
| Experience of multi-agency and partnership working. | D |
| Experience of community outreach or engagement work. | D |
| Experience of working on an ESF funded project or programme. | D |
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| Skills & Knowledge |  |
| Ability to encourage, motivate and support people. | E |
| Ability to enable people to identify their long term goals and the steps they might need to achieve them. | E |
| Ability to give clear information and be understood by other people (e.g. customers, colleagues, other professionals). | E |
| Ability to manage pressure and competing demands. | E |
| Ability to keep written accurate records of contact with Participants. | E |
| Excellent IT and written skills. | E |
| Good knowledge of services and provision across Norfolk. | D |
| A good understanding of the Voluntary and Community Sector. | D |
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| Attributes |  |
| Self-motivated and enthusiastic with the ability to work on own initiative. | E |
| A creative thinker with a flexible approach to problem solving. | E |
| Highly organised and able to prioritise workloads. | E |
| An understanding of confidentiality and impartiality issues. | E |
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| Other requirements |  |
| Car owner/driver | E |
| Ability to work occasional unsocial hours | D |
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