

Job Coach, Supported Internships

Annual salary: Starting salary £ 28,454 (pro-rata for part time posts)

Main Purpose

To work with young people 18-25 who have special educational needs and/or learning disabilities. You will be supporting a cohort of young people to transition from education into a supported work placement with the prospect of paid employment as an outcome.

As a Job Coach you will be responsible for helping our young people progress in all aspects of employability, including developing work-related skills, independent travel, in-work job coaching and pastoral support. You will be working flexibly across the service, carrying out a range of activities both on site and in the community to ensure each young person's needs are met, along with the project KPIs.

Responsible to:

Senior Manager, Supported Internships

Day to day management by:

Head of Supported Internships

Key Responsibilities

1. Provide one-to-one workplace support, job coaching and tailored employability support, helping young people develop the skills, confidence and independence needed to work towards their employment goals and thrive in internship placements.
2. Work collaboratively with host employers to ensure participants are successfully integrated into the workplace and receive the support needed to achieve positive outcomes.
3. Deliver support flexibly across the service, both on-site and in the community, adapting your approach to meet individual needs.
4. Assist the London Ability Head of Supported Internships in delivering employability training through classroom support, learning activities, group sessions and one-to-one support, preparing participants for sustainable employment.
5. Liaise with employers to identify, secure and establish suitable work placements aligned to participants' career aspirations, skills and support needs.

6. Develop and maintain relationships with employers across local and neighbouring boroughs, creating meaningful workplace opportunities and providing ongoing advice, guidance and support to ensure successful placements.
7. Conduct workplace assessments and regularly monitor placements to ensure they remain safe, appropriate and beneficial, making adjustments to support plans where required.
8. Maintain accurate and up-to-date records, including attendance, assessments, progress reports and employer feedback.
9. Contribute to the achievement of Supported Internships KPIs by delivering high-quality support, focusing on positive participant outcomes and monitoring performance against agreed objectives.
10. Take a proactive, solution-focused approach to continuous improvement, suggesting initiatives that could enhance service delivery and ensuring timely communication of success, risk or concerns to the Head of Supported Internships and Senior Management Team.
11. Develop and maintain effective working relationships with participants, parents, carers and other key stakeholders, ensuring open and regular communication throughout the internship programme. Encourage active engagement from parents and carers, ensuring they are appropriately informed and involved in supporting participants to achieve positive outcomes.
12. Work collaboratively with colleagues, employers and stakeholders to ensure a coordinated approach that supports participant success.
13. Promote and demonstrate at all times a commitment to equality, diversity and inclusion, ensuring all participants are treated with dignity, respect and fairness, with support tailored to individual needs and aspirations.
14. Safeguard the welfare of participants in line with London Ability's safeguarding policies and procedures, particularly relating to vulnerable adults, while maintaining appropriate professional boundaries and compliance with health and safety requirements.
15. Maintain confidentiality and process information in accordance with GDPR, organisational policies and professional standards, while representing London Ability professionally at employer meetings, careers events, networking opportunities and community engagement activities to promote the Supported Internship Programme and develop partnerships.

Person Specification
Job Coach, Supported Internships

	Essential	Desirable
Education and qualifications	• GCSE Grade C/4 (or equivalent) or above in English and Maths • Working knowledge of safeguarding vulnerable adults	• Teaching qualification, particularly within SEND • First Aid qualification
Experience	• Experience of delivering personalised support for adults with learning disabilities and associated needs • Experience of supporting young adults with SEND and associated disabilities to develop their skills, particularly within a vocational or employment-focused setting • Experience of job coaching young people with SEND within the workplace, using recognised TSI principles	
Knowledge	• Working knowledge of safeguarding vulnerable adults	• Excellent knowledge of Hackney and neighbouring areas, including employment opportunities and local transport links

Skills and abilities	• Ability to work on own initiative and respond to individual client needs • Ability to establish effective working relationships with clients, parents/carers, professionals and stakeholders • Ability to provide positive behaviour support • Good administrative and IT skills • Leads by example with a commitment to providing an excellent service to all clients	
Personal qualities	• Demonstrates a consistent understanding of each client's individual needs and strengths, delivering support with kindness • Remains calm under pressure and conducts themselves professionally at all times • Has a solution focused, positive can-do attitude, and works well within a team.	