



**Ashton Community Trust**

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Candidate Information Booklet

LEMIS+ Project: Wellbeing for Work Coach

(Ref: WWC/04/17)

Closing date for applications:

12 noon on Friday 28<sup>th</sup> April 2017



<b>Job Title:</b>	LEMIS+ Wellbeing for Work Coach
<b>Responsible To:</b>	LEMIS+ Wellbeing Related Employability Coordinator, Ashton Community Trust
<b>Location:</b>	Post will be based with one of two LEMIS+ Project Partners in Belfast: <ul style="list-style-type: none"><li>• North: Ashton Community Trust</li><li>• West: Upper Springfield Development Trust</li></ul>
<b>Hours</b>	37.5 hours per week
<b>Salary:</b>	£24,717 per annum
<b>Pension:</b>	7%
<b>Contract Term:</b>	End March 2018 (subject to funding, with the possibility of renewal for a further four years)

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### **Job Background**

This element of the LEMIS+ Project is managed centrally by the Lead Partner (Ashton Community Trust) and while the staff employed will be employees of ACT they will carry out the duties, detailed below, from the premises of one of the Partners.

### **Job Purpose**

To provide coaching sessions to adults who are experiencing economic inactivity/worklessness due to barriers such as poor health creating an environment to explore needs, motivations and thought processes. Managing a caseload of clients, using proven and established systems to identify their barriers that prevent progression to work.

### **Main duties and responsibilities:**

#### **Delivering a Person-Centred Focus by**

- Effectively managing a caseload to time, outcome and quality standards
- Providing coaching sessions to individuals within a community setting to inspire, address barriers and stimulate progress toward achievement of action plans
- Providing coaching sessions to groups within a community setting to address common themes
- Producing and agreeing, with each service-user, an individually tailored SMART action plan
- Helping clients to achieve a positive outcome; to enable understanding of aspirations and managing objections/barriers by identifying suitable interventions

- Developing personal competencies to improve resilience and independence of clients
- Undertaking a monthly review with the pilot project coordinator; evaluating work undertaken with clients
- Working closely with LEMIS+ team and other relevant stakeholders to review and progress the programme; and ensure actions are linked to wrap-around services which will support the removal of barriers (such services may include debt advice, family support, employment support, physical and mental health provision, probation, housing/homelessness, etc)
- Attending joint meetings where appropriate with the client
- Ensuring support is meaningful and phased out once specified outcomes have been reached (this can include referral to other services within the LEMIS+ Project)

#### **Working with others internally and externally by**

- Developing and maintaining positive working relationships with a range of groups. To include statutory, voluntary sector organisations and internal LEMIS+ Project teams to implement support to address the priority needs of the of clients
- Making referrals as required to other external services
- Working as part of a team; attending team meetings and team briefings with the LEMIS+ Wellbeing Related Employability Coordinator and LEMIS+ Programme Manager as required
- Internal referrals to LEMIS+ mentoring teams when the clients moves along the employability continuum and is ready to look for employment options
- Develop positive working relationship with the host organisation

#### **Providing service delivery by**

- Delivering a high quality coaching service
- Maintaining detailed case records for all work with clients according to organisational standards
- Delivering a service that responds to individuals' financial, health, personal, cultural, social and emotional needs
- Working closely with the LEMIS+ Project Mentors in the host organisation, to ensure that any clients who wish to progress to employment are referred accordingly

#### **Maintaining service development by**

- Working with the LEMIS+ Programme Manager and Team Co-ordinator to explore best practice elsewhere and ensure that it influences the development of the coaching service
- Working within the catchment area of the host organisation to develop the service at a local level by creating relationships and referral pathways with GP Surgeries, Healthy Living Centres (HLCs), Surestarts etc
- Providing input as required in relation to accessing external funding to support the sustainability of the service
- Working with others to support the development of the coaching service
- Being proactive in providing input for service review and quality assurance

#### **Manage and develop self by**

- Managing own workload with direction from the Coordinator

- Actively participating in regular one-to-one supervision with Coordinator as part of the Performance Review scheme
- Undertaking learning and development activities, including attending training events

#### **Managing and controlling finances by**

- Follow all financial regulations, policies and procedures

#### **Managing administration, IT and data by**

- Using specialist software packages and case management systems to input data keep records and generate reports
- Word-processing a range of documents including letters, reports etc
- Using e-mail to communicate internally and externally
- Maintaining accurate paper and computer-based records in own work area
- Using IT hardware and software for work purposes
- Providing information for monitoring and evaluation purposes

#### **Complying with legal and regulatory processes by**

- Working within contract/funding specifications
- Working with due regard to the organisations policies and procedures; the law; best practice; and Regulatory Frameworks
- Working within the Charity Commission for Northern Ireland regulations

#### **All Ashton Community Trust employees have a responsibility to Health and Safety by:**

- Taking reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors
- Co-operating with the Ashton Community Trust and its Managers to enable compliance with statutory duties, objectives and targets
- Complying with Health & Safety policies and procedures of their host organisation

#### **Other**

- There will be a requirement for flexible working hours to ensure our delivery meets service requirements



## **LEMIS+ Wellbeing for Work Coach Personnel Specification**

### **Short-listing Criteria**

Ashton Community Trust reserves the right to only short-list those applicants who can clearly demonstrate by providing personal and specific examples of the following criteria.

### **Essential Criteria**

Applicants **must** have, as at the closing date for receipt of application forms:

1. A level 3 qualification in coaching (e.g. life coaching), mentoring, advice and guidance or equivalent;
2. At least one years' experience of delivering a similar service to people experiencing economic inactivity due to health/well-being or other barriers limiting their options
3. The ability to work independently and unsupervised, to use initiative to identify forward plans, prioritise and monitor work to meet agreed objectives
4. Have excellent communication and presentation skills; to include writing letters, case reports and support plans
5. Have a good working knowledge of Microsoft Office
6. Have a proven ability to motivate and engage with challenging clients with complex needs and barriers
7. Have excellent understanding of maintaining confidentiality; professional boundaries; data sharing protocols, safeguarding processes and lone working processes
8. Demonstrable experience of time management skills
9. Demonstrable experience of working in a fast paced & proactive working environment with a 'can-do' attitude

### **Desirable Criteria**

10. Experience of working in partnership with internal teams and external agencies to achieve successful outcomes
11. Professional Membership of a Coaching, Mentoring or Counselling Body
12. Commitment to own professional development and to supporting the professional development of colleagues

Original proof of qualifications will be requested if recommended for appointment

## **Competencies**

Candidates who are shortlisted for interview will be required to demonstrate how, and to what extent, they meet some or all of the competencies listed below during their interview.

### **Communicating Effectively & Appropriately**

Covers communication through written, electronic or visual means, and oral communication, in both informal and formal situations. This may include the need to convey basic factual information clearly and accurately; conveying information in the most appropriate format; and explaining complex or detailed specialist information.

### **Providing Quality Services**

Covers the provision of help and assistance to a high standard of service to clients and other external users (e.g. partners, customers, stakeholders) this may include reacting to requests for information or advice; actively offering or promoting the services of the organisation to others; and setting the overall standards of service offered.

### **Managing Resources**

Covers organising, prioritising and planning time and resources, be they human, physical or financial. This may include planning and organising one's own work; planning work for others on day to day tasks or on projects; carrying out operational planning; and planning for coming years.

### **Planning & Development**

Covers career development and personal growth in the role. This may include the need to participate in development activities, undertaking training, taking responsibility for one's own development and adding value to the role and the organisation as an outcome of personal development. Skills developed outside of work may also be considered as ways of improving performance in the role.

### **Liaison & Networking**

Covers liaising with others both within and outside the organisation, participating in formal networks and initiating and leading internal/external networks. This may include passing on information promptly to colleagues; ensuring mutual exchange of information; influencing developments through one's contacts; and building an external reputation.

### **Teamwork, Motivation & Team Development**

Covers team work and team leadership when working in both internal and external teams, project and virtual teams. This may include the need to undertake delegated work; contributing as an active member of the team; motivating others in the team; and providing leadership and direction for the team. This section also covers the development of the skills and knowledge of others in the work team. This may include the induction of new colleagues; coaching and appraising individuals who are supervised, mentored or managed by the role holder; and giving guidance or advice to team members on specific aspects of work.

## Guidance for Making your Application

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential/desirable criteria.

- The space available on the application form is the same for all applicants and must not be altered.
- Ashton Community Trust will not accept CV's, letters, additional pages or any other supplementary material in place of or in addition to, completed application forms.
- Applicants must complete the application form in black typescript.
- Applicants must not reformat their application form.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- Relevant or equivalent qualifications – if you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied, etc. so the panel can make a well-informed decision.
- It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the selection panel will reject your application.
- The examples you provide should be concise and relevant to the criteria. This is very important as these may be discussed at interview and you may need to be prepared to talk about them in detail if you are invited to interview. It is your unique role that the panel are interested in, not that of your team or division.
- Ashton Community Trust will not make assumptions from the title of the applicants post or the nature of the organisation, as to the skills and experience gained.



## **Application Form Submission**

- Completed applications can be submitted by:
  - Email, post or delivered by hand to HR, Ashton Centre, 5 Churchill Street, Belfast, BT15 2BP.
- We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.
- Applicants using Royal Mail should note that 1<sup>st</sup> class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to Ashton Community Trust to meet the required deadlines.
- Ashton Community Trust will not accept application forms where there has been a shortfall in postage.
- Should you have any queries please contact HR on 02890 742255.

## **Interview Guidance for Applicants**

At interview, the selection panel will assess candidates against the competencies, qualifications and experience for the post.

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

- Talk through previous jobs from start to finish
- Provide generalised information as to your background and experience.
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfil the competences required for the effective performance in the role.
- Provide specific examples of your experience in relation to the required competence areas.

## **Disability Requirements**

Ashton Community Trust will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form part of the selection process. If you are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up appointment. If you wish to discuss your disability requirements further, please contact HR on 02890 742255.

## **Feedback**

Ashton Community Trust is committed to providing feedback in respect to decisions taken in determining eligibility/shortlisting as well as at interview. Feedback will be communicated on receipt of a written request.

## **Equal Opportunities Monitoring Form**

**Please note this form is regarded as part of your application and failure to complete and return it will result in disqualification.**

The information is used for monitoring purposes only. All applications for employment are considered strictly on the basis of merit.

Ashton Community Trust complies with relevant Equal Opportunities legislation and policies.

Please complete the monitoring form and return in a separate envelope marked 'Monitoring Officer'.

Prior to appointment with Ashton Community Trust the following will be required:

- Proof of qualifications
- Proof of eligibility to work in the UK
- Personal ID
- ACCESS NI check depending on role.



**Ashton Community Trust**

**Confidential**

Ashton Community Trust  
Ashton Centre, 5 Churchill Street, Belfast BT15 2BP

Reference: **LEMIS+ Project: Wellbeing for Work Coach**

**Employment Application Form**

Please complete this application form in **typescript only** and return it on or before the closing date stated. Late applications will not be accepted. Only information provided on this application form will be considered by the panel. CV's will not be accepted.

<b>Post applied for:</b>	<b>LEMIS+ Project: Wellbeing for Work Coach</b>	<b>Application Number:</b>	<b>WWC/04/17</b>
<b>Hours:</b>	<b>37.5 hours per week</b>		
<b>Closing Date and Time:</b>	<b>Friday 28<sup>th</sup> April 2017 at 12 noon</b>		

**Personal Details:**

<b>Surname:</b>	<b>Telephone Number (Home):</b>
<b>Forename(s):</b>	<b>Telephone Number (Mobile):</b>
<b>Title:</b>	<b>Email Address:</b>
<b>Address:</b>	<b>Postcode:</b>
<b>NI Number:</b>	

**Relevant Qualifications and/or Professional Membership**

Original proof of qualifications will be requested if recommended for appointment  
(Please continue on a separate sheet of necessary)

<b>Examination level (for example, GCSE/'A' Level/Degree/NVQ/</b>	<b>Subject(s)</b>	<b>Grade</b>	<b>Date Gained</b>

Professional Qualifications	Registration Body/Number		Date Gained

### Employment History

Please give details of jobs that you have held, starting with your present or most recent employer and work backwards, in chronological order. Include in this section any breaks in employment history for example, caring responsibilities, travelling or returning to study, registered unemployment and temporary/voluntary employment. (Please continue on a separate sheet if required)

Name and Address of Employer and Nature of Business	From	To	Job Title:	Final Salary and Reason for Leaving
<b>Notice required if offered the position for which you have applied?</b>				

## Training

**Details of relevant training courses attended and awards achieved, including dates if appropriate**

### **Suitability for this position**

Please detail your suitability for this position under the relevant headings below, describing how your experience and knowledge relates to the job description and person specification. You must ensure that you provide sufficient information on the application form to enable the selection panel to assess your eligibility at shortlisting.

### **Essential Criteria**

**1. Please tell the panel that you have a level 3 qualification in coaching (e.g. life coaching), mentoring, advice and guidance or equivalent;**

**2. Demonstrate at least one years' experience of delivering a similar service to people experiencing economic inactivity due to health/well-being or other barriers limiting their options**

**3. Demonstrate your ability to work independently and unsupervised, to use initiative to identify forward plans, prioritise and monitor work to meet agreed objectives**

**4. Demonstrate how you have excellent communication and presentation skills; to include writing letters, case reports and support plans**

**5. Demonstrate a good working knowledge of Microsoft Office**

**6. Demonstrate a proven ability to motivate and engage with challenging clients with complex needs and barriers**

**7. Demonstrate an excellent understanding of maintaining confidentiality; professional boundaries; data sharing protocols, safeguarding processes and lone working processes**

**8. Demonstrable experience of time management skills**

**9. Demonstrable experience of working in a fast paced & proactive working environment with a 'can-do' attitude**

**Desirable Criteria - One or all of the desirable criteria may be used to shortlist applicants**

**10. Experience of working in partnership with internal teams and external agencies to achieve successful outcomes**

**11. Professional Membership of a Coaching, Mentoring or Counselling Body**

**12. Commitment to own professional development and to supporting the professional development of colleagues**

I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.

**Signed.....Date.....**



**Data Protection Act:**

Under the Data Protection Act 1998, Ashton Community Trust is required to notify applicants and prospective employees on how their personal data will be processed and used. This application form, excluding the equal opportunities monitoring form, will be retained by Ashton Community trust for a maximum period of 12 months, unless you are the successful applicant for the post, in which case the application form will become part of your employee record. Some of the data you provide is considered to be Sensitive Personal Data under the Data Protection Act 1998, this information will be used to assist us with recruitment monitoring. It will be held separately from application forms and will be retained for a three-year period under obligations arising from the NI Equality Legislation, it will also be held electronically.

by Signing this form you are giving consent to Ashton Community Trust to use this data in the way described above.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Personal Statement:**

Ashton Community Trust is an Equal Opportunities Employer. The Trust encourages applications from people with disabilities and will not preclude full consideration of your application as a result of your disability. In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”.

Do you consider yourself to have, or, have had a disability that is relevant to your job application? **Yes/No**

If you have answered yes, is there anything we should know about your disability or requirements in order to:

- Process your application fairly,
- Make any specific arrangements for your interview, and
- Make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post.

Provide details:

**Private and Confidential**

The following pages will not be used as part of the selection process as they contain information that is strictly private and confidential.

<b>Referees</b>
Please give full details of two people (not relatives) that we can approach for references, one of which must be your current or most recent employer, if you have never been employed before please list details of someone who would know you in a voluntary or academic capacity. Please ensure that your referees are aware of this application, and, also, if you are providing us with their email address, that you obtain your referee's permission to do so. References must be satisfactory to Ashton Community Trust

<b>Reference</b>	
<b>Name:</b>	
<b>Occupation:</b>	
<b>Full Address:</b>	
<b>Telephone Number:</b>	
<b>Email:</b>	

<b>Reference</b>	
<b>Name:</b>	
<b>Occupation</b>	
<b>Full Address:</b>	
<b>Telephone Number:</b>	
<b>Email:</b>	

I give Ashton Community Trust the right to investigate all references and to secure additional information about me, if job related. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I have read and understood the requirements and particulars for the job, which have been supplied to me. I further understand that the job offer may be subject to the satisfactory outcome of references and/or a satisfactory Access NI Disclosure.

I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.
<b>Signed</b> ..... <b>Date</b> .....

**Disclosure of Criminal Convictions under the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979**

All applicants must complete this form and return in an envelope marked **confidential** to **Kelly Burns, Human Resources, Ashton Centre, 5 Churchill Street, BT15 2BP.**

**Post: LEMIS+ Project: Wellbeing for Work Coach**

Please read the following information carefully and then answer the questions:

**Commitment for Fair Selection**

Ashton Community Trust is an Equal Opportunities Employer, unprejudiced consideration will be given to all candidates for employment who declare criminal convictions unless the offence(s) is/are manifestly incompatible with the post in question. Any disclosure will be seen in the context of the job criteria, the nature of the offence and the responsibility for the care of existing clients and employees.

**Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979**

Because of the nature of the work you are applying for (staff employed by Ashton Community Trust will/may have substantial or unsupervised access to children and young people, older people and/or the mentally or physically disabled).

Do you have any convictions that are not 'protected' (as defined by the Rehabilitation of Offenders (exceptions) (Northern Ireland) Order 1979, as amended in 2014)?	Yes	No
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If yes, please give details of date(s), offence(s) and sentence(s) passed:

**Please provide any other information you feel is relevant:**

This may include a description of your circumstances at the time, how your situation may have changed, positive outcomes arising from the conviction such as training received during a period of custody and/or why we should disregard the conviction.

If you are applying for a post which involves contact with either children, young people or vulnerable adults, please also confirm that you are not listed on either of the following lists (as appropriate)

I confirm that I am not listed on the children's barred list	Yes	No
I confirm that I am not listed on the adult's barred list	Yes	No

**Notice to Applicants**

Please place the completed form in the confidential envelope supplied, seal and return with your application form. If you have downloaded your application form and will be Emailing it, please place the Criminal Convictions form in a confidential envelope, stating that it is for the purposes of the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979 and post it for the attention of **Kelly Burns** please mark the envelope strictly confidential.

After the interview stage the selection panel will open the envelope of the candidate who received the highest score and separate arrangements will be made to discuss any criminal convictions. All other envelopes will be shredded.

I can confirm to the best of my knowledge, the information given on this form is true and complete.

**Name:**\_\_\_\_\_

**Date**\_\_\_\_\_

Warning: Failure to provide correct information may affect your application. We do not wish to exclude ex-offenders but we must ensure that the offence(s) that lead to conviction(s) is/are not manifestly incompatible with the post in question.



**MONITORING FORM JOB REFERENCE NO: WWC/04/17**

**MONITORING QUESTIONNAIRE UNDER THE ASHTON COMMUNITY TRUST'S EQUAL OPPORTUNITY POLICY**

**IN CONFIDENCE, USED FOR STATISTICAL PURPOSES ONLY**

Date of Birth: \_\_\_\_\_

Nationality: \_\_\_\_\_

**1 COMMUNITY BACKGROUND**

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am not a member of either the Protestant or the Roman Catholic community

**2 ETHNIC ORIGIN**

White

Black Other

Irish Traveller

Chinese

Pakistani

Indian

Black Caribbean

Mixed Group

Black African

Other

**3 GENDER**

Female

Male

**4 MARITAL STATUS**

Married  Single  Widowed  Separated  Cohabiting

**5 DISABILITY**

Under the *Disability Discrimination Act 1995* you are deemed to be a disabled person if you have cancer, multiple sclerosis or HIV infection.

Also, you are deemed to be a disabled person if you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.

**Do you consider that you are a disabled person?**

Yes:  No:

**If you answered “yes”, please indicate the nature of your impairment by ticking the appropriate box or boxes below:**

**Physical impairment**, such as difficulty using your arms, or mobility issues requiring you to use a wheelchair or crutches:

**Sensory impairment**, such as being blind or having a serious visual impairment, or being deaf or having a serious hearing impairment:

**Mental health condition**, such as depression or schizophrenia:

**Learning disability or difficulty**, such as Down’s Syndrome or dyslexia, or **Cognitive impairment**, such as autistic spectrum disorder:

**Long-standing or progressive illness or health condition**, such as cancer, HIV infection, diabetes, epilepsy or chronic heart disease:

**Other** (please specify):

.....

**When you have completed this questionnaire, please return it in the envelope provided to:**

**The Monitoring Officer,  
ASHTON COMMUNITY TRUST,  
5 CHURCHILL STREET, BELFAST BT15 2BP**