

## FareShare

### Job Description - Employment Coach

**Reporting to:** Employability Manager & FareShare Merseyside Development Manager  
**Location:** FareShare Merseyside, 7 Goodlass Road, Speke, Liverpool, L24 9HJ  
**Contract:** 18 Months  
**Hours:** 35 hours per week  
**Salary:** £21,000 - £24,000 dependent on qualifications and experience

### About FareShare

FareShare is the UK's national network of charitable food redistributors, made up of 17 independent organisations. Together, we take good quality surplus food from right across the food industry and get it to almost 11,000 frontline charities and community groups. We support 10,962 local charities and community groups. Over the past year 24,074 tonnes of food were redistributed by FareShare Regional Centres and FareShare Go nationwide, our charity network serves 933,578 people every week.

Hunger is a growing issue in the UK and while there is surplus food that is otherwise going to waste, we believe that this food should be used to feed people first.

### FareShare's Strategy & Vision

**Vision:** We have the vision of a UK where “No good food goes to waste”.

**Mission:** To use surplus, fit for consumption, food to feed those who are vulnerable in the UK by supporting front line charitable organisations that tackle the cause and not just the symptoms of food poverty.

**Our Purpose:** We are doers. We are a community. We change lives.

**Our Values:** **Passion** - for our cause and the challenge that lies ahead

**Ambition** - to go the extra mile and drive the change that must happen

**Respect** - for ourselves, each other, our volunteers, our partners and our beneficiaries

**Collaboration** - it's only by working with others that we can be stronger

**Focus** - on providing the best service possible so that we deliver and achieve the most for our clients/customers.

## Project Background

Volunteers are the life blood of FareShare, without them food which is received from the UK's food industry, would not make its way to the 10,962 charities and community groups we support. We aspire to grow our number of volunteers to help us deliver our mission and that of our member charities and community groups, whilst helping to ensure the ongoing sustainability of FareShare's 22 Regional Centres across the UK.

FareShare aims to support volunteers and through delivering high quality volunteering opportunities ensure volunteers enjoy and benefit from their time with us. Many volunteers become involved with FareShare to gain skills and experience to help them secure work. Many FareShare Regional Centres have created specific employability programmes to support those volunteers. These programmes range from ad-hoc support providing limited advice and guidance to specialist long-term support including mentoring, coaching and access to various skills training and multiple qualifications.

## FareShare's Employability Project in Merseyside

FareShare is launching an 18 month pilot employability project based at our regional centre in Liverpool. This project will work with long-term unemployed people to provide the support they need to successfully secure and sustain meaningful employment. The project will work with 90 Trainees over an 18 month period. The project will provide an integrated, person-centred employment service for the long-term unemployed in Liverpool. The project has been designed based upon the best practise currently within and external to the FareShare Network there are 3 core project elements of Employment Support, Work Experience & Training and Wellbeing.

In the Employment Support element Trainees will receive a tailored programme of 1-2-1 and group support. Activities will include coaching Trainees in important work skills and supporting them through the processes of searching for, securing and sustaining employment, providing up to 26 weeks of support to sustain outcomes. Each Trainee will be taken through an assessment process to identify what is required to support them to secure sustainable employment. Individual development plans will be created for each Trainee. This element will include developing links to employers and educational establishments to source employment and progression opportunities for Trainees and developing links with the JC+ and other partners.

In the Work Experience & Training element Trainees will participate in the day to day operation of the FareShare Merseyside warehouse. Activities will include site induction, training in manual handling as well as coaching Trainees in other important vocational skills such as picking, packing, team work and cleaning to ensure they become competent in the various aspects of warehousing work. Support will be provided throughout the Trainees 26 week programme. Each Trainee will be taken through an assessment process to identify their previous work experience and training and what is required to support them. Individual development plans will be created for each Trainee.

The Wellbeing element will involve creating and managing partnerships with other local community assets to bring wellbeing services into the regional centre or encourage, support and enable Trainees to access additional wellbeing support in the community. Each Trainee will have a limited personal development budget to engage with other services.

Trainees will be engaged utilising strength and asset based approaches and the aims of the project encompass improving Trainee wellbeing and personal development in addition to skills training and the overarching aim of enabling Trainees to secure employment.

This pilot project has been commissioned to demonstrate a new way of delivering high quality Employability provision and if successful will set the standard and operating model of further new Employability Projects across the FareShare Network.

## The role

The Employment Coach role will form part of a project team with the FareShare Warehouse Trainer. The project team will be responsible to deliver all aspects of the project. The Employment Coach will deliver the Employment Support element and also, jointly with the Warehouse Trainer, deliver the Wellbeing element of the project. We are looking for someone dynamic and engaging, with excellent communication and employment mentoring skills, as well as a commitment to delivering a high quality service in line with our mission and core values. In addition to working with the Warehouse Trainer you will work closely with the team at FareShare Merseyside and be supported by the FareShare Employability Team.

## Main Tasks and Responsibilities of the role

- To effectively maintain a caseload of Trainees ensuring their attendance at regular one to one support, group sessions and other programme activities.
- To complete induction interviews and create Individual Development Plans for each Trainee.
- Offer appropriate information, advice and guidance to help overcome their barriers to employment, including signposting to relevant support agencies and partners.
- Devise and monitor the Trainee's job search plan and set SMART targets at each review stage.
- Support Trainees to prepare for and sustain employment once secured.
- Ensure that detailed participant records are maintained.
- Deliver employability coaching and other relevant training as required.
- Achieve job outcome targets to meet the overall project target for employment. Ensure that job outcome evidence requirements are met.
- To account manage the long term relationships and to create new effective relationships with the local business community, public, community and voluntary sector organisations.
- Provide support to employers who offer employment opportunities to Trainees.
- To motivate Trainees, to ensure continual engagement.
- Attend team meetings with FareShare Merseyside and the FareShare Employability Team.
- To complete paperwork and to ensure that Trainee files are maintained.
- To adopt a coaching/motivational interviewing approach to supporting Trainees.
- To work with Trainees holistically and encourage, support and enable them to achieve defined employment and wellbeing goals.
- To maintain up-to-date knowledge of the local labour market and sector developments.

## Other aims for the post

- Maintain up-to-date knowledge of issues, trends, policy developments and legislation relating to the role.
- To take part in any training course relevant to the post.
- To work in accordance with the Equality and Diversity, Health & Safety and Safe-guarding policies.
- Undertake any additional tasks as reasonably required by post holder's line manager.
- To work within and promote the values, promises and policies and procedures laid down by FareShare and be involved in the development and review of policies and procedures as required.
- To attend supervision and appraisal meetings as specified by the post holder's line manager.
- To represent FareShare and promote Employability to other regional centres and FareShare partners.

## Person Specification

### Experience (E - Essential, D - Desirable)

- Engaging with a wide range of people (E).
- Developing and delivering successful Employability support services, training and engagement programmes (E).
- Building relationships with external organisations and associations (E).
- Monitoring and evaluation of Employability programmes(E).
- Working to an outcome based model achieving ambitious targets (E)
- Working with volunteers (E) [*& Adults with additional needs (D)*].
- Coaching/Motivational Interviewing experience (E) [*& Qualification (D)*].
- Delivering projects and monitoring associated budgets(D).

### Skills and abilities

- Ability to communicate effectively with a wide range of people both internally and externally.
- Ability to work in a multidisciplinary team and work under own initiative.
- Ability to adopt a coaching/motivational interviewing approach to support Trainees.
- Ability to engage hard to reach groups.
- Ability to work on own initiative and organise caseloads.
- Ability to liaise effectively with people at all levels.
- Ability to adjust approach/plans depending on Trainee needs.
- Ability to manage difficult situations relating to programme activity.
- Ability to manage a bespoke service ensuring that appropriate support is provided to Trainees.
- Ability to navigate the employment system.
- Ability to collect and report on data accurately using appropriate systems.
- Ability to build successful and productive business relationships.
- Ability to work collaboratively with internal and external partners.
- Excellent data, IT (MS Office) and literacy skills.
- Good knowledge of the employment system e.g. JC+ processes.
- Appreciation of how to work holistically to support people.
- Enthusiastic and self-motivated with excellent team-working skills.
- Ability to use own initiative, working independently.

### Values and behaviours

- A commitment to equal opportunities and safeguarding.
- An understanding of, and enthusiasm for, FareShare's mission and strategy.
- A commitment to continuous professional development.
- An empathy with volunteers and an understanding of their needs.
- Flexible and non-judgemental approach to people and work.
- Willingness and ability to travel in the UK.