



Post: Employability Coach

Department: Himilo

Reports to: Careers and Enterprise Manager

Contract: Fixed term until 01st April 2025

Working Hours: 18.75 hours a week

Salary: Band 3 - £27,295 (Pro-Rata)

Location: ACH Birmingham

About ACH

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

Purpose of job

To offer career and enterprise information, advice and guidance to refugees, migrants, and local community via face to face and group sessions.

At ACH we offer a range of integration support to refugees and migrants and as the Employability Coach, you will be delivering employability support to ACH's tenants, clients on current projects at ACH, as well as the wider community that may include those who are unemployed, single-parent household participants, low-level skilled, and individuals with disabilities.

To comply with and understand ACH safeguarding policy and procedures and act where appropriate in relation to children and vulnerable groups regarding matters of safety, protection, and wellbeing.

Key Responsibilities

- To work with individuals who are seeking employment, training and/or looking to start their own business.
- To deliver multiple one to one careers information, advice and guidance to clients
- To facilitate workshops in the community and partner organisations covering an introduction of UK national and regional labour market trends and employability.
- Focusing on outcomes, including resident engagement – to work with clients to secure jobs, training and/or start their business.
- To build relationships with employers and training providers to source vacancies and training opportunities for your clients
- To organise job fairs and employer focused workshops for clients to be matched with sustainable job opportunities
- To maintain strong connections with organisations and charities that support unemployed people for referrals into our services
- To develop and maintain excellent working relationships with local organisations supporting refugees and migrants.
- To distribute marketing materials of upcoming opportunities to network of organisations that can refer learners/clients to Himilo.
- To build a network of learners/clients through social media/WhatsApp/face-face engagement to promote new opportunities and to refer into Himilo opportunities.
- Assess needs of learner/client to refer into appropriate provision in Himilo.
- To maintain a close working relationship with ACH housing team to offer career advice and support to our tenants.
- To contribute towards monthly written reports, check-in calls when necessary.
- To work towards a set Key Performance Indicator target.
- To input and update clients career action and progression plans and input information into CRM system, Salesforce
- To keep in touch with clients throughout their journey with the programme to ensure that they are being supported to reach their goals and supported into economic opportunities.

This list is not exclusive or exhaustive, you may be asked to carry out other duties deemed necessary by your line manager.

Person Specification

| | Essential | Desirable | |
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| Qualifications | Undergraduate Qualification. | Level 2 IAG and above | |
| | Willingness to complete teaching qualification | Teaching Award Qualification | |

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| | within first 12 months in post. | | |
| Experience | <p>Experience of coaching & Mentoring, preferably into employment.</p> <p>Experience of facilitating group sessions and delivering lessons.</p> <p>Experience of offering advice and guidance to service users in a previous role. Experience can include in a coaching, mentoring or advisory capacity.</p> <p>Experience of building and maintaining relationships with employers, training providers, and support organisations.</p> <p>Experience of supporting clients into work, education and/or training.</p> | <p>Experience of working with refugees and asylum seekers.</p> <p>Experience of working with people with complex/multiple needs. Experience of utilising policies and procedures to ensure best practice principles are followed.</p> | |
| | Track record of working in a fast-paced job outcome environment. | | |
| Knowledge | <p>Local knowledge of support networks, including specialist agencies providing services for refugees and job seekers in Birmingham and their combined authority areas.</p> <p>Knowledge of the challenges and barriers that refugees and migrants face and ways to overcome these.</p> | <p>Knowledge of a community language(s) and/or lived experience of being a refugee.</p> <p>Knowledge of how to help set up business including the legal requirements, business planning process as well as access to markets and supply chains.</p> | |

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| | <p>Knowledge and understanding of the welfare benefits system.</p> <p>Knowledge around employability support – CV writing, job search, application forms, and interviews.</p> | | |
| Skills | <p>Strong verbal and written communication skills with an ability to work across different cultures and communities.</p> <p>Ability to maintain accurate records and manage a caseload of clients.</p> <p>Confident Microsoft skills – Outlook, Excel, Word and PowerPoint.</p> <p>Good IT skills – to document client sessions and upload onto CRM systems.</p> | | |
| Personal Attributes | <p>Commitment to empowering refugees, providing advocacy and culturally sensitive support.</p> <p>Confident in liaising with external agencies for referral purposes and to feedback findings from the project.</p> <p>A Commitment to Equality and Diversity Principles.</p> | | |
| Other | | | |

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How to apply

Please send a copy of your CV and a covering letter detailing a) why you are applying for this role at ACH and b) how you meet the essential and desirable criteria for the role to:

jobs@ach.org.uk

For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our People and Culture Manager, Werner Lourens - werner.lourens@ach.org.uk.

Due to the nature of this post, an enhanced DBS check will be undertaken for successful applicants, but only with their prior consent.