



To apply for this role, please submit a full CV, together with a covering letter to

[matt@willowdenefarm.org.uk](mailto:matt@willowdenefarm.org.uk)

For more information, or if you have any question, please contact Susanah Stennett:

Telephone: 01746 718658

Email: [susanah@willowdenefarm.org.uk](mailto:susanah@willowdenefarm.org.uk)



## Job Description

<b>Job Title:</b>	<b>West Mercia ETE Coach</b>
<b>Location:</b>	<b>Willowdene Women's Centre, Chorley, Shropshire</b>
<b>Salary:</b>	<b>The salary band for this role is £20,015 to £23,420 per annum</b>
<b>Hours:</b>	<b>39 hours per week, usually 9 – 5 but with occasional flexibility as need arises.</b>
<b>Responsible to:</b>	<b>Women's Centre Senior LINC worker</b>

### Background to the project

Willowdene Rehabilitation was established in 1988 and is a leading provider of rehabilitative interventions across the criminal justice system, substance misuse, homelessness and employability sectors. In 2021, Willowdene was awarded a contract to deliver Education, Training and Employment (ETE) interventions across West Mercia for Criminal Justice System service-users, and we are recruiting for ETE Coaches.

### Aim:

Willowdene is recruiting up to three ETE coaches to work across the West Mercia region. Based at Willowdene, as well as within locations across West Mercia, ETE coaches will work across the region delivering innovative, transformational interventions to support service-users to break cycles of offending and take steps towards establishing a purposeful, working lifestyle. In addition, coaches will develop strong partnership relationships with both referrers and relevant local services as well as increase service-user access to interventions and break down barriers to engagement.

### Key Tasks:

1. Build excellent professional pro-social relationships with referred service-users by completing a full assessment in a trauma informed way and supporting women to fulfil their aims.
2. Work closely with referrers and partner agencies to share information and develop consistent and holistic intervention for each service-user.
3. Support and promote needs in relation to protected characteristics.
4. Deliver specific interventions to meet identified needs.
5. Provide outreach activities and training for professionals and communities
6. Complete Willowdene records and feedback to referrers fully and in a timely way, and contribute to the evaluation and monitoring of the ETE Contract.
7. Work as a team with other members of Willowdene's team to promote best practice, cover work flexibly, and support colleagues.
8. Attend training and development sessions as relevant and as provided and develop your own practice by maintaining and improving knowledge of relevant work practices.
9. Attend all relevant meetings as and when directed or identified, which may include attendance at multiagency meetings.
10. Perform any other duties as may be reasonably expected from you as directed by line management.



This list should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with this role; and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be expected.

The post holder is expected to work within policies and procedures of Willowdene and be committed to our ethos and values. This includes promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.

The post holder must be aware of individual responsibilities under the Health and Safety at Work Act 1974 and identify and report as necessary any untoward accident, incident or potentially hazardous environment. This appointment is subject to receipt of a satisfactory enhanced DBS disclosure.

### **Basic Terms and Conditions of Employment**

- Status: This is a permanent post subject to the satisfactory completion of a six-month probationary period.
- Holidays: 30 days holiday per annum (including statutory Bank Holidays).
- Benefits: Contributory pension scheme upon completion of three months' service.  
Commitment to formal supervision and staff support.
- Training: Willowdene is committed to training as an integral part of staff development and offers a wide range of in-house training courses.



**PERSON SPECIFICATION**

**Job Title:** West Mercia ETE Coach  
**Location:** Willowdene

Factor	Essential	Desirable	Method of Assessment
<p><b>Knowledge and Experience</b></p>	<p>Previous experience of working with people with complex needs, which demonstrates a flexible approach and the ability to offer tailored support which fits individual need</p> <p>Experience of and a commitment to working positively in partnership with a range of statutory and voluntary agencies.</p> <p>Experience of working with vulnerable people in an addictions or social care setting</p> <p>Experience of partnership working.</p>	<p>Understanding and knowledge of working within the criminal justice sector</p> <p>A sound knowledge of safeguarding issues and a proven track record of raising concerns.</p> <p>Experience of working in the voluntary sector</p> <p>Knowledge of a range of relevant local services</p>	<p>A, I, R</p>
<p><b>Skills and Abilities</b></p>	<p>Caseload management skills and the ability to deliver support as per the requirements of both the service contract and the internal quality audit framework requirements</p> <p>Ability to advocate for the needs of vulnerable service-users</p> <p>Ability to prioritise, meet deadlines and organise competing demands</p> <p>Good inter-personal skills which enable you to build and maintain effective working relationships with clients, colleagues and stakeholders, within an organisation, a team, and with external partners</p> <p>Ability to adapt your approach when working with different groups, e.g. clients, colleagues, partner agencies and stakeholders</p> <p>Understanding of professional boundaries and ability to maintain them consistently</p>		<p>A, I, R</p>

	<p>Ability to evaluate and work reflectively</p> <p>Good risk assessment and risk management skills</p> <p>Ability to undertake data recording, evaluation and report-writing</p> <p>Computer literate with good administrative, recording and reporting skills</p>		
<b>Personal Qualities</b>	<p>A non-judgemental, respectful and empathic approach</p> <p>Confidence to work both on your own initiative as well as part of a team</p> <p>The ability to build trusting relationships and show respect to others, and an awareness of the impact of your own behaviour on others</p> <p>Treat everyone fairly and consistently</p> <p>Have a flexible approach, a commitment to the principles of confidentiality and the ability to write client records and report and fulfil data requirements</p> <p>Committed to identifying and challenging injustice, discrimination and prejudice</p> <p>Willing to adapt to changing circumstances and a creative work environment</p> <p>Committed to personal and professional development and training</p>		A, I, R
<b>Other</b>	<p>Enhanced Disclosure from the Disclosure &amp; Barring Service. (Requested by Willowdene if appointed)</p> <p>Full Driving licence</p> <p>Teaching or training qualification to Level 3 minimum is desirable.</p>	<p>Access to own transport with appropriate business insurance</p>	A, D, I, R

**Method of Assessment:** A = Application Form   D = Documentation   I = Interview  
 T = Test/Exercise   P = Presentation   R = Reference