



**Job Title:** Community Resilience Coach  
**Reports to:** Programme Manager  
**Hours:** Full time (some flexible working required)  
**Location:** London

### Job Description

#### **Job Purpose**

The Community Resilience Coach will be accountable to the Programme Manager working within several London boroughs engaging with young adults referred as part of the DIVERT programme. You will work closely with Custody Intervention Coaches (CIC) to ensure a smooth handover has taken place and participants are able to make a smooth transition from custody. This includes creating and maintaining a clear individual support plan to enable them to sustain positive outcomes and divert away from a life of crime.

#### **Core Responsibilities**

- Based within specific London boroughs, the Community Resilience Coach will engage with a case load of participants referred from police custody
- Work closely with Custody and Prison Intervention Coaches through referrals and regular case conferencing
- Reviewing the Divert referral to identify participants that may need additional support across all offending pathways, working with specialist providers to ensure the candidate has the full wrap-around support they need
- Screen participants that are interested in joining any Employment Training and education programmes, making a direct referral into Bounce Back where relevant
- Work closely with partner agencies to ensure participant needs are met and engagement is sustained
- Review and update risk assessments for all participants including reporting on escalated risk while ensuring plans are in place to address participants needs
- Assess individual support needs related to work which typically include helping with welfare benefits, travel to work, managing health at work, etc.
- Signpost participants to workshops to improve their general employability and life skills which will include working with them on careers advice, CV's, interview preparation, and supporting them to build healthy relationships through effective communication skills
- Actively work towards performance and activity targets showcasing the positive impact of your work with participants
- Actively promote training, apprenticeship, and employment opportunities available to participants within the Bounce Back network
- Carry out regular participant care calls as part of ongoing monitoring and evaluation
- Adhere to safeguarding protocols ensuring any escalations are reported to the line manager and the Bounce Back safeguarding lead
- Ensure all records are up to date, accurate, and meet all GDPR requirements
- Work with wider Bounce Back colleagues to identify participants and employers that are willing to provide case studies and/or positive testimonials
- Act as an ambassador for Bounce Back and the DIVERT programme at external networking events

## **Personal Specification**

### **Knowledge & Skills**

- Experience of working within Careers Coaching or other relevant Information Advice and Guidance positions
- Knowledge of the issues and challenges related to NEETS, gangs, exploitation, drugs and youth violence, offending, and employment
- Knowledge of supporting young people with housing, mental health, and financial wellbeing
- An understanding of principles and procedures for safeguarding including the 'Prevent' strategy
- A working knowledge of risk management procedures
- A sound knowledge of capturing data through varied tools
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using and maintaining a database

### **Personal Qualities**

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines