



# COMMUNITY SOULS

CLEANING COMPANY

## PERSONAL DEVELOPMENT COACH RECRUITMENT PACK JANUARY 2020



**ROLE:** Personal Development Coach  
**LOCATION:** Barnet  
**HOURS:** 5 days / month  
**RATE:** £150 /day  
**START DATE:** January/February 2020

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## ABOUT COMMUNITY SOULS

**Community Souls is a social enterprise that trades as a cleaning company, employing adults who are furthest from the job market. We are a springboard for both their personal & professional development; providing secure employment and support to break down the barriers that prevent them from entering long-term employment.**

Barnet is London's biggest borough and is undergoing significant redevelopment, which contributes to the serious challenges faced by its disadvantaged communities. Currently 13 of Barnet's LSOAs rank within the 15% most income deprived nationally.

We employ people from these communities and offer them; fair pay, secure employment, a caring work environment and support with the significant challenges they face. We are an accredited [London Living Wage](#) employer, and pay both holiday and sick pay.

Each employee receives monthly 1:1 coaching sessions; supporting them in identifying and achieving their goals both inside and outside of work. We provide practical support in implementing these such as; access to further education, accredited training, debt management, housing and mental health. We provide this in-house where we can, as well as linking them up with local specialist support and opportunity via our established network. The **Personal Development Coach** is crucial to us delivering this function to our staff.

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## ABOUT THE ROLE

We are looking for a **Personal Development Coach** to join our small team to ensure our staff excel in their jobs and plan for their futures. This role has been designed in collaboration with our staff, and by drawing on our 5 years experience of supporting them.

You will be responsible for supporting a cohort of approx 5 staff, working directly with them via regular coaching sessions to develop their own personal development plans and coordinate their implementation. You will work in partnership with local partners eg. social services, housing associations, advice services and charities to ensure wrap-around support. You will have a base at our head office in Barnet, but you will be required to work flexibly from other community locations across the borough - taking support to them at a time and location that works for them.

This is an exciting opportunity for someone looking for part-time, flexible work and the opportunity to have a long-term, transformative impact on individuals and their communities.

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## **ROLE + RESPONSIBILITIES**

### **PERSONAL DEVELOPMENT SUPPORT**

Build trusted relationships with our staff team and deliver a package of support, including;

- Monthly coaching sessions to help staff identify and progress against their own personal development plans.
- Ad-hoc support, ensuring staff can seek advice and support in the moment with issues that may prevent them from fulfilling their roles.
- Accessing and completing relevant training and development opportunities as identified via their own personal development plans as well as the companies requirements.
- Practical support in engaging with us as an employer, including on-boarding and exiting staff and ensuring they fully understand all HR related procedures.
- Information and advice with 'personal admin' such as negotiating tenancies, money management and navigating the benefits system.
- Support in accessing long-term employment as part of their planned exit route from Community Souls, ie job searches, CV writing, applications and interview prep.

### **PARTNERSHIP WORKING**

- Provide pathways to external support to and ensure the safety and wellbeing of our staff, acting as an advocate where appropriate.
- Manage our network of support partners and cultivate new relationships, ensuring they are kept up to date with our work and our staff have access to a relevant and trusted network of professionals.
- Build upon our knowledge and understanding of local resources and effectively signpost staff when relevant ie. food & cloths banks, wellbeing cafes etc.

### **MONITORING + EVALUATION**

- Monitor your work and maintain updated records in line with our existing framework and agreed requirements.
- Provide reports as and when required; this includes the production of case studies and testimonials.
- To lead on reporting and monitoring any safeguarding matters in line with our policies and procedures.
- Support the Director with the overall evaluation of Community Souls Cleaning Company.

### **ADDITIONAL RESPONSIBILITIES**

- Work effectively as part of a small team, maintaining strong communication and attending regular team meetings
- Maintain up-to-date knowledge on issues relevant to the needs of our staff and share learning across the organisation.
- Work flexibly as may be required and carry out any other reasonable duties.
- Act in accordance with Community Souls' policies, procedures and ethos.
- Contribute to the development of policies and procedures to strengthen our support for staff.

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## EXPERIENCE, SKILLS + KNOWLEDGE

Candidates should be able to clearly demonstrate;

### EXPERIENCE

#### ESSENTIAL:

- Substantial, practical experience in supporting adults with multiple needs in a key working capacity.
- A coaching qualification or similar.
- Extensive knowledge of the issues facing families affected by poverty.
- Up-to-date knowledge of relevant legislation, policies and successful practice relating to safeguarding vulnerable adults.
- Previous experience and confidence in working with a wide variety of stakeholders including statutory services and small local voluntary services.
- Experience of lone-working in a community setting.
- Knowledge of HR processes as both an employee and employer.
- An understanding of day-to-day operational challenges facing not-for-profit community-based organisations.

#### DESIRABLE:

- Experience in supporting adults into education, employment or training.
- Training in mental health and trauma informed practice.

### SKILLS + ABILITY

- Ability to work independently and flexibly as well as within a team.
- Ability to plan and manage a complex workload and respond to unplanned demands.
- Excellent interpersonal skills with the ability to exercise sensitivity, diplomacy and confidentiality and to build trusted relationships.
- Confident and clear communicator.
- The ability to motivate + support others.
- Proven time-keeping, record keeping and project management skills
- Attention to detail and a high level of accuracy.
- High level of literacy and IT competency.

### PERSONAL QUALITIES

We're looking for someone who is committed to the ethos and values of Community Souls, you must be;

- Passionate about working with and supporting people and communities.
- Solutions-focused and driven.
- Friendly, approachable and relatable
- Caring and understanding of people's experiences and challenges.
- Confident in understanding and implementing professional boundaries.
- Able to work on your own initiative, consider implications and make decisions.
- Comfortable working to tight deadlines.
- Commitment to equality and diversity and an understanding how to promote them in your work.

#### DESIRABLE:

- Local knowledge of and/or networks in Barnet would be an advantage.

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## SUMMARY OF TERMS + CONDITIONS

SALARY SCALE: £150pd - the post is offered on a freelance / self employed basis.

CONTRACT LENGTH: 10 month fixed-term contract, with the potential for extension.

PROBATION PERIOD: 3 months

HOURS 5 days / month

REPORTING TO: Community Souls Director

EXPENSES: You may claim travel expenses, at the agreed rate, for journeys that are necessary in the course of your work. Claims for additional expenses will be reimbursed in accordance with our expenses policy.

BASED AT: You will have a base at our head office in Barnet, but you will be required to work flexibly from other community locations across the borough

We recognise the positive value of diversity and flexible working arrangements. We promote equality and challenge discrimination. We therefore welcome and encourage job applications from people of all backgrounds, including those wishing to have flexible working arrangements.

The successful applicant will be required to undergo a DBS check.

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## HOW TO APPLY

To apply, please send your CV and a covering letter (no more than 2 pages of A4) to show how you meet the job description and person specification by **12pm on Sunday 5th January 2020**.

Interviews will be held on Friday 10th January 2020.

Please your application to [cleaning@communitysouls.co.uk](mailto:cleaning@communitysouls.co.uk), using the job title and your name in the subject heading.