

JOB DESCRIPTION

Job Title	Connect to Work Employment Support Co-ordinator		
Directorate	Economic Development, Skills and Climate		
Reporting to	Workforce and Skills Specialist		
Grade	14		
Evaluation ref:	TR0297	Job Family ref:	
Role purpose			
The Connect to Work Employment Support Co-ordinator plays a pivotal role in enabling Somerset residents - particularly those experiencing complex barriers such as health conditions, disabilities, or multiple disadvantages - to access, sustain, or return to meaningful employment. Embedded within the Economic Prosperity Team this role is grounded in a person-centred, strengths-based approach that recognises everyone's unique aspirations, circumstances, and potential. Guided by the principles of the Fidelity framework and evidence-based models such as Individual Placement and Support (IPS) and the Supported Employment Quality Framework (SEQF), the coordinator provides support to the Connect to Work programme and works in parallel to the employment specialists promoting autonomy, dignity, and long-term success. Central to the role is the development of trusting, collaborative relationships with participants. The administrator serves as the primary point of contact for all programme participants. The main responsibility of this role is to triage incoming referrals, verify participant eligibility, and record required information in the MIS and pass this to DWP for processing. Eligible participants will be referred to the Employment Specialists while those who do not qualify for Connect to Work will be signposted to support that best meets their needs. The coordinator will record all details in the management information system (MIS). The Co-ordinator works holistically to ensure that all support provided is integrated, responsive, and tailored to participant needs. This role requires strong partnership working with health professionals, employers, training providers, and community organisations. By building knowledge and developing a robust network of programme providers and specialist services, the coordinator creates effective referral pathways that enable participants to access the right support at the right time. Beyond direct support, the role contributes to service development, continuous improvement, and strategic efforts to enhance social and economic inclusion across Somerset - ensuring that every individual has the opportunity to thrive in work that is right for them.			

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Accountabilities

- Build trusted relationships to provide quality, consistent one-to-one support through the triage process. Identifying strengths, interests, and barriers, ensuring alignment with the principles of IPS or SEQF.
- Coordinate drop-in sessions to support external partners and engagement of participants.
- Complete the pre-screening and eligibility checks for all EOIs. Identifying any restrictions to work and referring to the Ministry of Justice where a MAPPA (Multi-Authority Public Protection of Assurance) check is required for an ex-offender. Signpost ineligible participants to alternative or wrap-around services so that every referral receives meaningful support
- Understand the participant's interests and needs for being in work, advocate and build confidence in the programme offer of support ensuring the participants awareness of the programme's needs and requirements.
- Coordinate for the Employment Specialists access to training, workshops, skills development, and digital inclusion opportunities, for participants.
- Work in parallel with the Employment Specialists to monitor and report on participant progress, outcomes, and retention recording information using the MIS.
- Coordinate the collation of the IPS and SEQF assessment evidence required for the Fidelity Assurance process.
- Using data within the MIS to track and monitor participants for outcomes and where no outcome recorded contact the participant to offer reengagement with access the programme.
- Ensure compliance with Health and Safety regulations, safeguarding individuals, equality and diversity policies, assess any MAPPA restrictions and data protection policies. Ensure a risk assessment is in place in line with venue hire with regular monitoring and review.
- Understand and comply with national legislation, regulations and Council policies, processes and procedures including mandatory training.
- Maintain accurate records and adhere to council procedures including cyber security and information governance/data protection. Documentation must reflect fidelity requirements and be auditable for quality assurance purposes.
- Contribute to returns and processes as required by the DWP for the Connect to Work programme as detailed in the guidance documents issued to Somerset Council.
- Contribute to marketing, communications, and development of case studies. Case studies should reflect fidelity to IPS or SEQF and demonstrate impact and outcomes.
- Support with the coordination of payments related to specific venue expenses.
- Participate in team meetings, supervision, and ongoing professional development.
- Undertake other duties appropriate to the grade of the post.

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Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
A clear understanding of the barriers to employment faced by disadvantaged groups who experience labour market exclusion.	x	
Knowledge of employment support services, and the local labour market including the geography of Somerset including those areas of economic inactivity.	x	
Knowledge of Individual Placement and Support (IPS) and Supported Employment Quality Frameworks (SEQF) and other supported employment models, fidelity and inclusive practises.		x
Awareness of the opportunities and destinations available to disadvantaged individuals and specific support available.	x	
Understanding of the function of a triage and eligibility process and identifying referral to specialist provision.	x	
Awareness of data protection, equalities and safeguarding principles.	x	
Knowledge of working to Government guidelines and processes including the DWP.		x
Experience		
Proven experience providing advice, guidance, or support to individuals seeking employment.	x	
Experience working with people with health conditions, disabilities, or multiple disadvantages.	x	
Experience in coordinating workshops and drop-in sessions. Understanding the importance of partnership working.	x	
Experience of working closely with individuals and ensuring people's health and safety and well-being including safeguarding.	x	
Experience using Microsoft IT systems and digital platforms for case management and reporting.	x	
Experience working as part of a team and within multi-agency settings.	x	
Proven experience of meeting and exceeding outcomes and targets		x
Qualifications / Registrations / Certifications		
Level 2 or 3 Certificate/Diploma in Advice & Guidance or equivalent.	x	

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IPS Employment Specialist Accreditation/Training at a level specific to the role.		x
SEQF Employment Specialist Accreditation/ Training at a level specific to the role.		x
Evidence of continuous professional development in relevant areas.		x
Skills		
Excellent verbal and written communication skills and ability to share experience and understanding clearly with participants as well as professionals.	x	
Strong interpersonal skills with the ability to motivate and build rapport with a wide range of people.	x	
Empathy and understanding for individuals with health support needs and additional complex needs.	x	
The willingness to challenge to ensure an individual receives the appropriate support.	x	
Organisational skills and the ability to manage competing priorities and work to deadlines.	x	
A problem-solving and solution-focused approach.	x	
Ability to work independently and collaboratively within a team including sound decision-making skills.	x	
Competence in Microsoft Office and digital platforms.	x	
Commitment to continuous professional development.	x	
Working Conditions		
This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions: • Work Hours: Standard working hours per the advertised role, with occasional requirements for evening or weekend work to meet project deadlines or attend community events. • Location: On a day-to-day basis the role will be working within communities usually out of a Community Employment Hub setting. Remote working will be as per organisational policies. At times you may be required to work at a Somerset Council office or attend meetings at various venues across the region. • Travel: Travel across Somerset will be required for meeting with participants, meetings and community engagement activities such as job fairs. • Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources. • Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.		

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Dimensions of the role
Contacts, relationships and referrals will range from public sector service providers – such as the Council, JCP, NHS and primary care – through to community organisations, employers and individuals.
Working Arrangements
Somerset Council's dynamic Working Strategy will be applied to this position.
Corporate Accountabilities
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 26/03/2026