

Role Title:	Generic responsibilities for all pay bands (applies to all staff)
Business Identifier:	GEN01
Role Purpose:	<p>This template applies to <b>all jobs</b> and <b>all pay bands</b> within Jobcentre Plus.</p> <p>It is in addition to the templates for specific job roles.</p>
Grade:	All
DWP Business/ Corporate Function:	Jobcentre Plus
Profession:	<a href="#">Operational Delivery</a>
Reporting Relationships	N/A
Responsibilities	<p><b>Main Activities</b></p> <p><b>The main activities associated with these roles are:</b></p> <p><b>Individual</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Be accountable for own development by maximising the use of appropriate learning and development tools available.</li> <li><input type="checkbox"/> Play an active part in the relevant performance and development activities.</li> <li><input type="checkbox"/> Follow DWP Attendance Management policy and contribute to the target to reduce absence due to sickness.</li> <li><input type="checkbox"/> Use the Resource Management System (RMS) to complete appropriate HR and payroll functions, learning &amp; development, recruitment and performance &amp; development activities.</li> </ul> <p><b>Work Related</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use the intranet for on-line guidance and comply with the Jobcentre Plus Standard Operating Model (as applicable).</li> <li><input type="checkbox"/> Control relevant BF systems, including setting and clearing case controls and using reports where</li> </ul>

appropriate, and use the most effective method of communication to annotate progress of work / claim.

☐ Provide good customer service by using competent drafting, telephone and listening skills tailored to needs of the situation.

☐ Be aware for the need for referrals to Fraud Investigation Service and Customer Compliance where necessary.

☐ Deal with relevant system generated reports, including Work Available Reports (WARs) and Overdue Work Reports (OWR).

☐ Deal with relevant queries received (e.g. post, email or fax)

☐ Liaise with other Jobcentre Plus, DWP business areas and other government departments as required, in connection with benefit claims, following local operating / partnership agreements as appropriate.

☐ Identify customer requirements which cannot be handled quickly and, therefore, require an appointment.

☐ Familiarise yourself with and comply with the Electronic Media Policy.

☐ Using positive language promote the benefits of digital inclusion and signpost customers to the most appropriate channel and free supported digital access.

☐ Identify opportunities to maximise the take up of digital services by advising and educating claimants on appropriate channels and supporting those who need it.

### **General**

☐ Escalate any issues / concerns to team leader/manager as appropriate.

☐ Use the appropriate method of Identity Verification (IDV) to confirm identity on customer or third party contact.

☐ Report any incident or situation where it is suspected that security has or may have been compromised.

	<input type="checkbox"/> Report and log all incidents of Unacceptable Customer /Employer Behaviour.  <input type="checkbox"/> Provide FIS with witness statements as required.
Academic/  Professional Qualifications; Specialist Knowledge; Experience	<p><b>The main knowledge, awareness and skills required for this role are:</b></p> <input type="checkbox"/> Ability to organise and prioritise their workload.  <input type="checkbox"/> Jobcentre Plus business processes and Standard Operating Models.  <input type="checkbox"/> Knowledge of relevant systems (e.g. JSAPS, ISCS, CAM, CMS) and action required relevant to role.  <input type="checkbox"/> Knowledge of claims process & evidence requirements for all benefits relevant to role  <input type="checkbox"/> Using the Intranet to find products and guidance.  <input type="checkbox"/> DWP Attendance Management policy and procedures.  <input type="checkbox"/> Data Protection principles and the Freedom of Information Act.  <input type="checkbox"/> Knowledge of DWP Standards of Behaviour policy.  <input type="checkbox"/> Have an understanding of QAF standards relevant to role and apply appropriately.  <input type="checkbox"/> General DWP security awareness.  <input type="checkbox"/> Knowledge of action to take to recognise and record Unacceptable Customer Behaviour.  <input type="checkbox"/> Health & Safety responsibilities.  <input type="checkbox"/> Fraud and Customer Compliance referral process.  <input type="checkbox"/> The process to report bogus callers/employers.  <input type="checkbox"/> Identity Verification (IDV) process & requirements.  <input type="checkbox"/> DWP policy on Equality and Diversity.  <input type="checkbox"/> Performance and Development System.  <input type="checkbox"/> Handling difficult situations, either over the phone or face to face.

	<input type="checkbox"/> Role and usage of relevant IT systems (NB where a job requires the holder to use specified IT systems, this document assumes that the appropriate training is a pre-requisite). <input type="checkbox"/> Generic Foundation Learning. <input type="checkbox"/> Adherence to the DWP Electronic Media Policy. <input type="checkbox"/> Awareness of guidance on Communicable Diseases. <input type="checkbox"/> Ensure you are familiar with the IAD devices and can advise on navigation, coaching & supporting customers as required
Role Title:	Work Coach
Business Identifier:	JC25
Role Purpose:	Work Coaches will be based in the Jobcentre and will conduct relevant activities with JSA claimants to support them and their families to become financially independent.
Grade:	Band C
DWP Business/ Corporate Function:	Jobcentre Plus
Profession:	<a href="#">Operational Delivery</a>
Reporting Relationships	Works as part of the Work Services Directorate and reports directly to the Work Services Manager working closely with the Performance team Leader and Assistant Work Coach
Responsibilities/Tasks	<p>This job role should be read in conjunction with the generic job roles pages <a href="#">GEN01</a> for all Jobcentre Plus colleagues and <a href="#">GEN02</a> Generic Team Leader / Manager &amp; Pay bands C and above.</p> <p><b>Main Activities</b></p> <p><b>The main activities associated with this role are:</b></p> <ul style="list-style-type: none"> <li>To make every claimant contact count by coaching them to take responsibility for getting themselves into work. Complete a Claimant Commitment and be accountable for the decisions made during</li> </ul>

interviews with claimants to help move them back into sustained employment. Agree the Claimant Commitment, obtain a signed copy from claimant and give the claimant a hard copy. Record on LMS that the Claimant Commitment has been accepted/disputed and verified before sending the claim pack to the Service Centre.

- Provide an immediate second opinion on colleagues' refuse to sign cases (Claimant Commitment)
- Promote and encourage the use of Universal Jobmatch (UJ) for jobsearch activity. Proactively suggest ways claimants may improve the matches they receive, encouraging claimants to create an account and explain the benefits of allowing DWP access to their account
- Offer dynamic, flexible advice and support to underpin claimants' personalised commitment of job search actions, and support them to develop the skills they need to look for and obtain work.
- To promote the use of the My Work Plan by coaching claimants to forward plan their own work search activities that will allow them the opportunity to document their plans and achievements towards finding employment.
- Support colleagues in implementing conditionality and ensuring they understand the level of evidence required in the My Work Plan.
- To be accountable for decisions on availability with a clear rationale for the level, frequency and intensity of contact they have with each claimant.
- Undertake Work Services activity with the claimant, including maintenance of claimant's skills/CV using Universal Jobmatch where appropriate.
- Reconsider mandation decisions where requested by claimant.
- Have an assigned caseload of JSA claimants, for whom they will be responsible, from the Initial Work

Search Interview until Work Programme referral or from the Work Programme Completer Interview until claim termination.

- Undertake all Work Search Reviews for their own caseload of JSA claimants.
- Review the claimant's My Work Plan or other documentation to confirm the claimant is available and actively seeking employment.
- Follow through the actions the claimant has agreed on their Claimant Commitment.
- Gather accurate information; ensuring documentary evidence has been provided and coach individuals to take responsibility/manage their own work search activity.
- Make timely decisions, based on the needs of the claimant, to refer them to appropriate support, or where there are any quality issues, feedback to the Performance Team Leader.
- Promote high attendance rates at group sessions by explaining the benefits to the claimant.
- Forward any information obtained, on change of circumstances, to the appropriate business unit.
- Send HOTT non call back handover to BC to clarify claimant has attended IWSI in JSAOL conts only cases.

### **IT Support**

**The IT systems that are required to perform this role:**

- ☐ LMS
- ☐ Universal Jobmatch
- ☐ BIS
- ☐ CIS
- ☐ CES

	<input type="checkbox"/> CMS <input type="checkbox"/> JSAPS <input type="checkbox"/> BOC <input type="checkbox"/> Adviser Development, Achievement & Performance Tool (ADAPT) <input type="checkbox"/> Learning and You <input type="checkbox"/> Account Codes Management Tool (ACME) <input type="checkbox"/> Resource Management <input type="checkbox"/> DWP Intranet <input type="checkbox"/> Microsoft Office
Academic/Professional Qualifications; Specialist Knowledge; Experience	<p><b>Knowledge and Skills</b></p> <p><b>The main knowledge and skills required for this role are:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the Work Programme and the Jobcentre Plus Offer.</li> <li>• Develop athlete / coach relationships with claimants to encourage self sufficiency and personal responsibility.</li> <li>• Identify potential non-standard claimants and arrange for further assistance where required</li> </ul> <p><b>Learning and Development</b></p> <p><b>The Learning and Development required to perform the role:</b></p> <input type="checkbox"/> Work Coach Learning Centre <input type="checkbox"/> Work Coach Learning Routeway <input type="checkbox"/> Advocacy skills for Work Coaches <input type="checkbox"/> Knowledge of Claimant Commitment & My Work Plan