Job Description

Development Coach

Line Manager: Programme Manager (Train and Trade)

Line Reports: None

Train and Trade Team

Job Purpose

The Development Coach supports adults with Special Educational Needs and/or Disabilities (SEND) participating in Nansa's Train and Trade programme - a careers and life skills initiative aimed at reducing barriers to employment and education. The Development Coach provides personalised guidance, practical support, and structured coaching across key developmental areas. The postholder empowers trainees to develop confidence, independence, and transferable skills through person-centred, inclusive support both within and beyond Nansa's own facilities.

Key Responsibilities

Individual Coaching and Support

- Deliver tailored, one-to-one and small group coaching sessions that focus on:

  - Communication
  - Participation and Engagement
  - Time Management
  - Confidence and Self-Esteem
  - Health and Hygiene
  - Initiative
  - Peer Working

- Work collaboratively with each trainee to set achievable goals and track personal progress over time.

Practical Skill Development

- Provide teaching and training support in charity retail settings to adults with SEND in key areas such as:

    - Customer service
    - Professional presentation
    - Point of sale systems (POS)
    - Basic math skills
    - Pricing and managing inventory

- Provide coaching and training support in other Train and Trade settings such as our eBay facility and a farm attraction setting located at Wroxham Barns
- Promote and encourage trainee progression, and support them with identifying new interests relating to volunteering, employability, and education
- Model appropriate behaviour and workplace standards, encouraging independence and problem-solving.

Person-Centred and Inclusive Practice

- Use person-centred approaches to build strong, trusting relationships with trainees.
- Adapt coaching methods to suit individual learning styles, communication preferences, and accessibility needs.
- Promote dignity, choice, and inclusion in all areas of interaction.

Monitoring and Reporting

- Maintain clear records of trainee attendance, engagement, support provided, and progress towards goals.
- Contribute to trainee reviews and outcome reporting, including input for care plans, progression plans, or referral documentation.
- Reflect on practice and provide feedback to the Programme Manager for continuous service development.

Safeguarding, Risk and Wellbeing

- Actively safeguard all trainees, recognising and responding appropriately to concerns.
- Follow risk assessments, safety plans, and organisational policies in all coaching environments.
- Support the emotional wellbeing of trainees, helping to build resilience and confidence in a supportive manner.

Teamwork and Collaboration

- Work closely with the Train and Trade team, retail colleagues, and placement providers to ensure holistic support for trainees.
- Participate in team planning, reflective practice, and supervision.
- Help facilitate a welcoming, aspirational, and person-centred learning culture.

Person Specification

Essential Skills and Experience

- Experience working with adults with SEND or other additional needs in an educational, support, or coaching capacity.
- Ability to deliver structured, personalised support with a focus on progression and independence.
- Knowledge of employability or life skills development in inclusive settings.
- Understanding of safeguarding and the importance of maintaining professional boundaries.
- Strong interpersonal skills, with the ability to build trust and motivate others.

Desirable Skills and Experience

- Experience in a supported employment or vocational training setting.
- Familiarity with EHCPs, outcome-based planning, or adult learning frameworks.
- Knowledge of inclusive work practices and community engagement for trainees with SEND.
- Ability to travel to different locations in Norwich and outlying areas, including Wroxham Barns

Personal Attributes

- Positive, empathetic, and aspirational in working with others.
- Patient, adaptable, and supportive in coaching diverse needs and personalities.
- Committed to person-centred values, inclusion, and the celebration of individual strengths.
- Reliable, self-motivated, and proactive in supporting team and trainee success.
- Reflective and open to feedback and continuous improvement.