



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

Job Title: Connected Coach

Department: Children's Services

Grade: [Single Status 10](#)

Responsible to: Practice Manager

Responsible for:

Purpose of the Role: Connected Coaches work intensively with young people (aged 11-17) who are at risk of becoming looked after, to assess, plan and deliver evidence-based interventions to reduce risk, enhance relationships and promote the care of young people within their family.

Connected Coaches work holistically with families to address both child and adult needs to reduce risk and increase stability. It is an active and assertive outreach role, often based in the community and helping to support better outcomes for young people while remaining, or returning, to live within their family networks.

The role requires Connected Coaches to review the needs of young people and then, alongside an allocated Social Worker and other key partners such as CAMHS and Education to deliver a plan of support. This involves meeting regularly with the young person to build relationships and then work towards identified goals. Direct work with parents/carers is also often required.

Coaches focus on helping families and young people to identify their own solutions and aspirations. Coaches draw on a depth of professional knowledge and experience to inform their interventions when things are not working for young people. The Connected Coach role sits within a multi-disciplinary team and Coaches are supported to deliver the required interventions and help families to navigate complex services.

The Connected Coach role is varied, rewarding and an opportunity to contribute to a leading initiative in supporting better outcomes for young people. This job requires high levels of flexibility and lone working, including evenings, weekends and during school holidays, as led by individual service user need.

Key tasks:

1. Work intensively with young people aged 11-17 who are at risk of becoming looked after. To support young people to remain in the care of their families by adopting a whole family approach.
2. Conduct strengths-based assessments of risk, need and opportunity.
3. Oversee and deliver evidence-based programmes of intervention which will include therapeutic and psycho-social interventions, as well as positive activities, building community links and diversions.
4. Manage risk in the community and to support service users who present complex behaviours, or who are particularly emotionally vulnerable and at risk of harm.
5. Work closely with other agency practitioners to co-ordinate packages of support for vulnerable service users.
6. Develop and deliver flexible and creative programmes of intervention, including group work with emotionally vulnerable service users aimed at addressing issues e.g. emotional, behavioural, and psychological difficulty as a result of childhood experiences, poor mental health, domestic abuse, substance misuse, sexual abuse, and learning disability.
7. Provide a case management function to service users, present intervention plans and report on individual service user response, to stakeholders within the relevant system.
8. Keep careful records and monitor service users' progress, both prior to and following intervention, responding to concerns that may be raised by other agencies and seeking appropriate solutions.

9. Apply sensitive approaches when handling issues pertaining to confidentiality, information sharing, consent to treatment, human rights the responsibilities of professionals.
10. Link closely with other members of both Children's and Adult Services, where relevant, and ensure that service users identified as requiring additional support are referred on accordingly.
11. Support the development of new staff, students and apprentices through mentoring and group supervision. To cascade learning and contribute to multi-agency training.

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

- Net zero emissions targets – reduce your work's environmental impact.
- Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
- Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

PERSON SPECIFICATION

Essential education and qualifications

1. RQF level 4 Certificate or a higher-level qualification in a relevant subject related to working with children, young people, and families.
2. Evidence of continued professional development in a relevant specialist area.
3. Evidence of relevant specialist studies undertaken through a recognised provider, e.g. Motivational Interviewing, Cognitive Behavioural Therapy, Trauma Therapy, Solution Focussed Therapy, Protective Behaviours, Positive Behaviour, Youth Justice Effective Practice Certificate, Accredited Parenting Practitioner Awards etc.

Essential key skills, abilities, knowledge, experience, values and behaviours

4. Ability to communicate effectively to a range of people with diverse and complex needs
5. Ability to engage and motivate young people and their families through intensive support and evidence-based interventions.
6. Ability to identify strengths and manage risk.
7. Ability to apply evidence-based theories and approaches in complex and changing circumstances
8. Organisational skills, the ability to work independently and maintain professional boundaries, whilst remaining focussed on the needs of the family.
9. Ability to demonstrate a commitment to equality issues through non-discriminatory practice, embedding this in all areas of practice and providing challenge.
10. Ability to use Microsoft Office, in particular Outlook and Word.
11. Understanding issues affecting families with children aged 11-19.
12. Knowledge of how complex behaviours can impact on outcomes for children and young people.

13. Knowledge of equality and diversity, how this impacts on individuals and needs to be reflected in all aspects of our work.
14. Knowledge of child protection and safeguarding procedures.
15. Awareness of relevant theories, methods, and models for working with families and young people to promote stability
16. Knowledge of agencies available to support families.
17. An understanding of issues relating to safe and secure use of information.
18. Experience of working independently with young people to promote change and positive outcomes and who may present a risk to themselves or others.
19. Experience of conducting assessments and developing plans with people with complex needs.
20. Commitment to work flexible hours, including evenings, weekends, and school holidays.
21. Ability to meet the travelling requirements of the role.

Desirable key skills, abilities, knowledge, experience, values and behaviours

22. A recognised level 5 qualification or higher, in a relevant professional discipline, e.g. social work, youth work, nursing, teaching, or equivalent.
23. Experience of working in a health, education, or social care setting.
24. Experience of working beyond education/social care i.e., ability to bring a broad range of experience to inform and motivate young people.
25. Experience of intensive outreach work.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children and/or people with care and support needs	Yes
Moving and handling operations	No
Occupational Driving	No
Lone Working	No
Working at height	No
Shift or night work	Yes
Working with hazardous substances	No
Using power tools	No
Exposure to noise and/or vibration	No
Food handling	No
Exposure to blood or body fluids	No