

ROLE PROFILE

Learning & Support Officer

Grade

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Contract Type

Fixed Location

Young People Services Operations Manager



Foyer Operations Manager



Learning & Support Officer



No Direct Reports

Department

**Supported
Housing**



**Young People
Services**

Role Overview

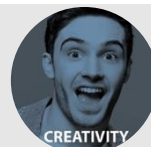
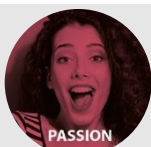
Provide a high-quality programme of learning and personal development to residents. Delivery of an accredited qualification in employability and personal development. Engagement and Motivation of a diverse range of customers.

Subject to Enhanced Disclosure & Barring Service (DBS) check incl Child Barred List

RESPONSIBILITIES

- Co-ordinate and deliver an effective programme of learning opportunities that meet the diverse learning needs of the residents.
- Undertake the initial assessment with each individual learner. Formulate a learning plan aimed at achieving their learning goals.
- Provide ongoing support through regular one-to-one reviews identifying further guidance and support.
- Responsibilities for ensuring residents are actively engaged in the YPS learning and support programme.
- Develop and maintain links with local services to provide additional support and input to the learning programme where appropriate.
- Develop links with employers to arrange work place visits, provide work placements and tasters and identify potential employment opportunities
- Monitor requirements and effectively register learners for awards, with responsibility for submitting learner's work for accreditation within the Awarding Bodies and partner College assessment.
- Co-ordinate the learning administration within their scheme to include the attendance hours, learner data base and enrolments.
- Maintain auditable records and paperwork to enable the management team to prepare accurate statistical reports to meet internal and external monitoring by funders and inspections.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Work proactively with Project Officers to ensure their activities enhance the WAVE Learning Programme.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Good interpersonal and communication skills with the ability to relate to a diverse range of people
- ✓ Ability to work unsupervised and use own initiative
- ✓ Ability to relate to vulnerable customers and able to demonstrate empathy and patience towards young people

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of creating accurate risk assessments for learning programme sessions
- ✓ GCSE Maths and English (or equivalent)
- ✓ Knowledge of designing and delivering varied learning programmes that meet diverse learning needs of young people
- ✓ Level 4 Teaching qualification (or willingness to work towards)

BENEFICIAL TO THE ROLE

- ✓ Knowledge of delivering learning programmes to challenging young people
- ✓ Knowledge of benefits and funding streams in relation to education
- ✓ Knowledge of current education curriculum
- ✓ Ability to use full range of IT packages
- ✓ Ability to generate Income via alternative funding sources or fundraising
- ✓ A range of engagement techniques to deliver non-traditional learning curriculum
- ✓ Knowledge of working with clients with mental health issues, substance misuse and anger issues
- ✓ Strong attention to detail, with the ability to work accurately with figures
- ✓ Knowledge of local agencies that could enhance the learning programme