

ROLE PROFILE

Learning & Support Officer

Grade

G

Contract Type

Fixed Location

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

Young People Services Operations Manager



Foyer Operations Manager



Learning & Support Officer



No Direct Reports

Department

Supported Housing



Young People Services

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

ESSENTIAL REQUIREMENTS

- ✓ 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

STRENGTHS

- ✓ 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 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 traditional learning curriculum people
- Knowledge of working with clients with mental streams 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

