

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Learning & Support Officer	Operations Manager	Supported Housing	Young People Services	G

<p>Job Purpose:</p> <p>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.</p> <p>Subject to Enhanced Disclosure & Barring Service (DBS) check incl Child Barred List</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Co-ordinate and deliver an effective programme of learning opportunities that meet the diverse learning needs of the residents.
2. Undertake the initial assessment with each individual learner. Formulate a learning plan aimed at achieving their learning goals.
3. Provide ongoing support through regular one-to-one reviews identifying further guidance and support.
4. Responsibilities for ensuring residents are actively engaged in the YPS learning and support programme.
5. Develop and maintain links with local services to provide additional support and input to the learning programme where appropriate.
6. Develop links with employers to arrange work place visits, provide work placements and tasters and identify potential employment opportunities.
7. 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.
8. Co-ordinate the learning administration within their scheme to include the attendance hours, learner data base and enrolments.
9. 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.
10. Work proactively with Project Officers to ensure their activities enhance the WAVE Learning Programme.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of creating accurate risk assessments for learning programme sessions. • Knowledge of designing and delivering varied learning programmes that meet diverse learning needs of young people. 	<ul style="list-style-type: none"> • Delivering learning programmes to challenging young people. • A range of engagement techniques to deliver non-traditional learning curriculum. • Benefits and funding streams in relation to education. • Working with clients with mental health issues, substance misuse and anger issues. • Other Training providers in the local area. • Local agencies that could enhance the learning programme. • Current education curriculum.
Skills	<ul style="list-style-type: none"> • Ability to relate to vulnerable customers and able to demonstrate empathy and patience towards young people. • Good interpersonal and communication skills with the ability to relate to a diverse range of people. • Ability to work unsupervised and use own initiative 	<ul style="list-style-type: none"> • Good administration and organisational skills and ability to prioritise a busy workload. Experience of working in a busy office environment. • Ability to use full range of IT packages • Ability to work accurately with figures • Strong attention to detail • Generate Income via alternative funding sources or fundraising.
Experience		<ul style="list-style-type: none"> • Delivered learning programmes to a diverse group of learners. • Funding and/or fundraising

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> GCSE Maths and English (or equivalent) Level 4 Teaching qualification (or willingness to work towards) 	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	Responsibility for managing a budget of around £2,000
Key Relationships (internal/external)	

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Ensure each young person receives an individual personalised weekly schedule to show learning, education, training or work commitments and appointments in accordance with the Learning Hours Database.
2. Ensuring that number of enrolments for qualification are maximised on scheme and that any work is assessed for accreditation to the relevant awarding bodies within the required time frame. To ensure that qualification achievement rates are maximised through group sessions and regular 1-2-1 support.
3. Collate information from learning and support hours on a specified timescale to meet time frames and deadlines given to provide auditable data to both Managers, Commissioners and funding bodies.
4. Continually create and adapt varying and diverse resources that enhance the in-house learning and engage and develop young people's skill base. Oversee the planning and relevance to the WAVE programme, of activities facilitated by Project Officers and support and advise accordingly.
5. Identify and liaise closely with other agencies or training providers that can enhance the in house learning on an ongoing basis and embed these into the learning programme.
6. Complete accurate detailed risk assessments for all sessions delivered to minimise risk.
7. Responsible for expenditure using YHG debit card, within agreed FSO parameters (£500 limit), and complete online RBS balance sheet on a monthly basis. Ensure all expenditure details are completed and accurately coded (Monthly) before sending email to Operations Manager for
8. authorisation.
9. Manage and responsible for spend within the Learning budgets within FSO parameters.

Date Role Profile Created/Updated:

April 2020