

JOB DESCRIPTION

POST TITLE:	Progress Coach
GRADE:	£12.39 - £12.82 per hour (inclusive of holiday pay)
WORK ARRANGEMENTS:	Variable Hours
DEPARTMENT:	Personal Development and Welfare
RESPONSIBLE TO:	Wellbeing Manager
RESPONSIBLE FOR:	Supporting the College's vision to become and sustain outstanding by providing highly effective support for all cohorts of students and apprentices, enabling them to overcome barriers to learning in order to succeed and achieve.

PURPOSE OF THE POST

The post holder will:

1. Develop excellent working relationships through the servicing of curriculum, work-based teams and employers which contribute to improving retention and success of students/apprentices.
2. Provide a range of professional early interventions to support students to have good emotional and mental health and general wellbeing, along with resilience and coping strategies to overcome any perceived barriers to learning and achievement, enabling them to progress to their chosen destination.
3. Deliver a menu of group information sessions via the college Professional Improvement Programme (PIP), taking ownership of specialisms as directed in order to maintain an up to date and well-informed offer on behalf of the student wellbeing team.
4. Strive to achieve consistently outstanding provision available to all student cohorts in a variety of learning environments.

DUTIES AND RESPONSIBILITIES

1. Work effectively together with work-based, classroom based and cross-college colleagues as one team, respecting and valuing each other to deliver outstanding services to students/apprentices.
2. Strive to service curriculum and work based teams to a consistently high standard, responding to need as required at critical points in the learning journey.
3. Establish a caseload of students based on late applications providing intense support through their transition to college and into the first term.

4. Maintain a caseload of students/apprentices throughout the year offering regular and individualised support within agreed timeframes to support their successful and timely achievement and progression.
5. Support students via a drop-in service in the Wellbeing Hub, assessing any ongoing support needs and referring on to appropriate Progress Coaches and / or external services.
6. Contribute to improving attendance through supportive communication strategies alongside diligent and rigorous monitoring of data, trends and issues.
7. Under the direction of the COMs or WBLMs and the Personal Development and Wellbeing Manager, work with teams as a liaison point for parents/guardians and employers where appropriate.
8. Actively seek new and innovative resources to inform and continually develop the wellbeing contribution to the PIP, facilitating external delivery and / or direct delivery of awareness raising / resilience building sessions to students, ensuring that these are also available to work based learners via online platforms.
9. Engage in regular at risk meetings across all delivery areas within the case load remit, and as directed via departmental service standards, carrying out supportive actions to reduce risks to achievement and progression.
10. Carry out initial criminal convictions interviews as per the Safeguarding Policy and procedures, referring on to Safeguarding for appropriate risk assessment within identified timeframes.
11. Act as a link and referral point for wider support needs including:
 - ALS referrals;
 - Access to teams supporting with bursary applications and awards;
 - External Agency referrals (Multi-Agency Teams, drugs support services, homeless organisations, debt support, etc...).
12. Contribute to additional exam support arrangements as required, including direct delivery of emotional and wellbeing support to increase resilience in students throughout exam periods.
13. Consistently utilise relevant college systems for effective communication and caseload records, ensuring that relevant information is cascaded and shared as appropriate for those working directly with students / apprentices.
14. Support activities as required via the wider Wellbeing Team, including delivery of Breakfast Hubs and enrolment/induction activities.
15. Attend regular meetings and internal/external CPD sessions to support development, professional knowledge, skills and abilities.

GENERAL

1. Act as exemplar of outstanding customer service at all times.
2. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
3. Promote a positive image of the College and the work that is carried out across its various services.
4. Comply with all legislative and regulatory requirements.
5. Apply the College's own Safeguarding Policy and practices and attend training as required.

6. Show a commitment to promoting diversity, equal opportunities and anti-discriminatory practices, and demonstrate full compliance with the College's Equality and Diversity Policy in all aspects of duties and responsibilities.
7. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
8. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.

Person Specification

Post:	Progress Coach	Department:	Personal Development and Welfare
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Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
Level 2 equivalent in English & Maths	E	A
Recognised qualifications / certificates in relevant disciplines, i.e. basic counselling skills, facilitation skills, personal mentorship, youth work qualification	D	A
Level 3 Award in Education and Training (or willingness to work towards)	E	A
Experience:		
Minimum 1 years recent experience of supporting students/apprentices and employers in a classroom and/or work-based setting	E	A/I
Experience of delivering / facilitating group work sessions	D	A/I
Experience of monitoring and analysing data to inform the direction of the work	E	A/I
Proven experience of supporting students/apprentices to meet their goals and secure achievements	E	A/I
Experience of external liaison and multi-agency working enabling the provision of effective wraparound person-centred support	E	A/I
Skills/Knowledge:		
Excellent communication, interpersonal, time management and organisational skills	E	A/I
Ability to work effectively as part of a team and on own initiative	E	I
Good ICT skills	E	A/I
Knowledge of the post-16 education sector, including apprenticeship delivery	E	A/I
An understanding of the barriers to education and learning for both the 16 to 19 age group and for mature students	E	A/I
Ability to empathise with a wide range of people from a variety of backgrounds	E	A/I
Skills in managing professional boundaries to enable successful case load management, resulting in the empowerment of the student/apprentice and reducing the risk of dependency	E	A/I
Qualities:		
Ability to work under pressure and meet deadlines	E	I
Willingness to undertake some travel in line with the needs of the role	E	I
Flexibility in working patterns	E	I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	I
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	I

E = Essential

D = Desirable

A = Application

I = Interview

T = Test

Produced by:	Jo Down	Date Produced:	October 2019
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