

Job Description



Job title:	Smart Skills Tutor
Department:	Client Services
Reporting to:	Progression Manager
Salary:	£19,086 (£31,810 full time equivalent) per annum
Hours:	21 per week
Location:	Office based in Digbeth, Birmingham. Delivery will be on an outreach basis and cover the Birmingham area.
Contract type:	12 Months Fixed Term

Aim and influence

- Support homeless and vulnerably housed individuals to improve their personal wellbeing by developing their confidence and self-esteem, as well as their basic skills, to help end their homelessness
- Deliver and develop a high-quality one-to-one coaching and tutor services structured around accredited learning for homeless and vulnerably housed individuals.
- Offer high quality information, advice and guidance on appropriate services and support.

Financial and supervisory responsibility

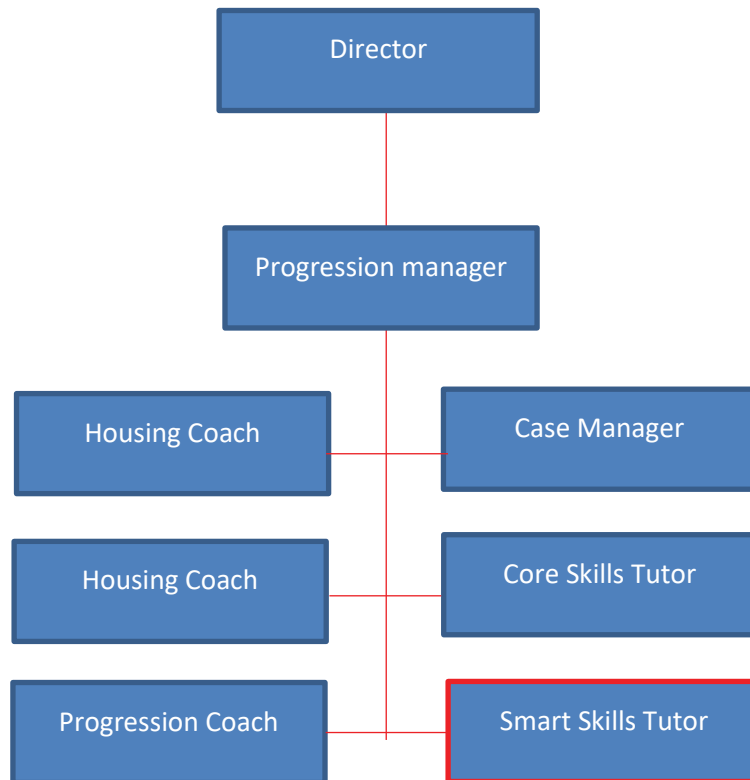
- You will be required to work with and supervise volunteers.
- You will be required to work within agreed budgets

Other key details

- A significant degree of flexibility is required in delivering the service to meet clients' needs; some evening and weekend work will be required and time of in lieu (TOIL) will be given in accordance with Crisis TOIL policy, where outside of agreed working pattern.
- You must be willing and able to travel across Birmingham for day-to-day delivery and to travel across the UK for training and meetings. In some instances, this will require overnight stays.
- The project operates an outreach model, therefore access to your own transport on a daily basis is an essential requirement. As such, applicants who do not meet this requirement at the point of application will not be shortlisted.
- A satisfactory enhanced disclosure from the Disclosure and Barring Service is required for this role. Crisis Skylight Birmingham works with young people aged 16 and 17 and so the check will also establish the successful applicant's suitability to work with children as well as vulnerable adults.

- Work closely with the learning and progression teams to ensure skylight members are working with relevant coaches to aid their progression through the service.

Organisational Structure



Please note structure is subject to change

Job responsibilities

- Deliver, develop and write a range of, high quality, accredited and non-accredited learning units and qualifications to Skylight members.
- To work in conjunction with core skills tutor to deliver tenancy skills programme
- To plan and deliver courses which develop and improve the skills and understanding of Skylight members in order for them to sustain their tenancies
- To manage and maintain a caseload of 12 to 15 Skylight members at any one time.
- To undertake initial assessment with Skylight members to ascertain level and needs of the member to inform the progression and learning plan, taking into account individual needs, styles and interests.
- To plan, reflect and review each member's progress on a regular basis, using Outcomes Star.
- To identify resources and networking opportunities for training and education relevant to the members support plan.

- Signpost members to relevant support services either within the service or delivered by external agencies and organisations.
- To assess the learners progress and attainment against the standards set for the particular programme by the relevant awarding organisation.
- To deliver learning programmes to small groups of Skylight members when this format fits in with our partners and our member's needs.
- Keep appropriate assessment and progress records to comply with Crisis and the awarding organisations requirements.
- To liaise, as required, with moderators and other representatives of awarding organisations.
- Build positive relationships with Skylight members and provide motivation and support around internal and external progression opportunities, enabling them to build their skills and resilience and fulfil their potential
- Follow-up developments with members and monitor progress after any onwards referral
- Promote Skylight and the benefits of engagement and learning to a variety of audiences including potential members, volunteers, funders, other service providers, statutory agencies and the local community
- Develop and share teaching and learning materials with the local and national Crisis teams
- Fully engage with the monitoring and evaluation process by collecting the relevant information, updating records on the database and liaising with other relevant staff to avoid duplication
- Contribute to the continuing development of the service by contributing ideas for activity and service innovations and participate in promotional events
- Ensure that members' feedback is recorded and where appropriate, acted upon, including supporting members seeking to make a complaint through the formal complaints process

General responsibilities

- Develop and maintain an understanding of the charity's work and the needs and circumstances of homeless people
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' policy and procedures
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job

Person Specification

Essential

- 1 The applicant should hold or be working towards practical teaching qualifications i.e. PGCE, CertEd or equivalent.
- 2 Knowledge and understanding of issues affecting homeless and vulnerably housed individuals, including mental illness, addiction and additional learning needs.
- 3 Experience of working with challenging behaviour and clients with complex needs and an ability to identify, manage and minimise potential conflict situations.
- 4 Experience of directly engaging vulnerable individuals, who may have been out of education for a long time, or had a bad experience of the education system, in relevant education and training programmes.
- 5 Experience of developing, high quality, accredited learning programmes that meet the requirements of the relevant awarding organisation.
- 6 Experience of carrying out initial, formative and summative assessment and accredited programme design. Prior use of Outcomes Star would be advantageous.
- 7 Good interpersonal skills with the ability to develop and maintain working relationships with a diverse range of providers and individuals
- 8 Ability to effectively plan and organise work, including a high level of contact with members on a day to day basis, assessing priorities, meeting deadlines and managing a caseload of Skylight members.
- 9 A capacity both to work on your own, in teams and a willingness to reflect upon and develop own practice
- 10 Ability to keep accurate and up to date records and be confident in the use of Microsoft Office packages and knowledge of data entry using databases and in-house IT systems, sharing information as and when appropriate.
- 11 Access to own transport with ability to travel throughout Birmingham is required.
- 12 Knowledge of and ability to comply with safeguarding procedures
- 13** Commitment to Crisis' purpose and values including equality and social inclusion

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

If you are interested in this role and are a Crisis member please initially speak to your Coach or Lead Worker at Crisis who will support you. If not please see below:

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them.

What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.