

Job Description



Job title:	Life Skills Tutor (known internally as SMART Skills Tutor)
Department:	Crisis Skylight Croydon
Reporting to:	Learning Manager
Salary:	£22,721 (£31,810 full time equivalent) per annum
Hours:	25 per week
Location:	Crisis Skylight Croydon
Contract type:	Permanent

Aim and influence

- Teach members and deliver, using coaching techniques, life skills courses such as self-esteem, resilience and wellbeing as well as aspects of our internal tenancy skills course, 'Renting Ready.'
- Deliver accredited life skills courses for members, supporting them to achieve qualifications.
- Develop the confidence, self-esteem and skills of homeless and vulnerably housed individuals to help them end their homelessness sustainably.
- You may also be a lead worker for learners (members) in your classes, completing and reviewing their progression and learning plans and Outcome Stars, as well as regularly checking their housing status.

Financial and supervisory responsibility

- Deliver agreed hours of learning per week to groups at Skylight Croydon. (4 hours for meetings and 3 days for teaching activities.)
- Some supervision of volunteers will be required.

Other key details

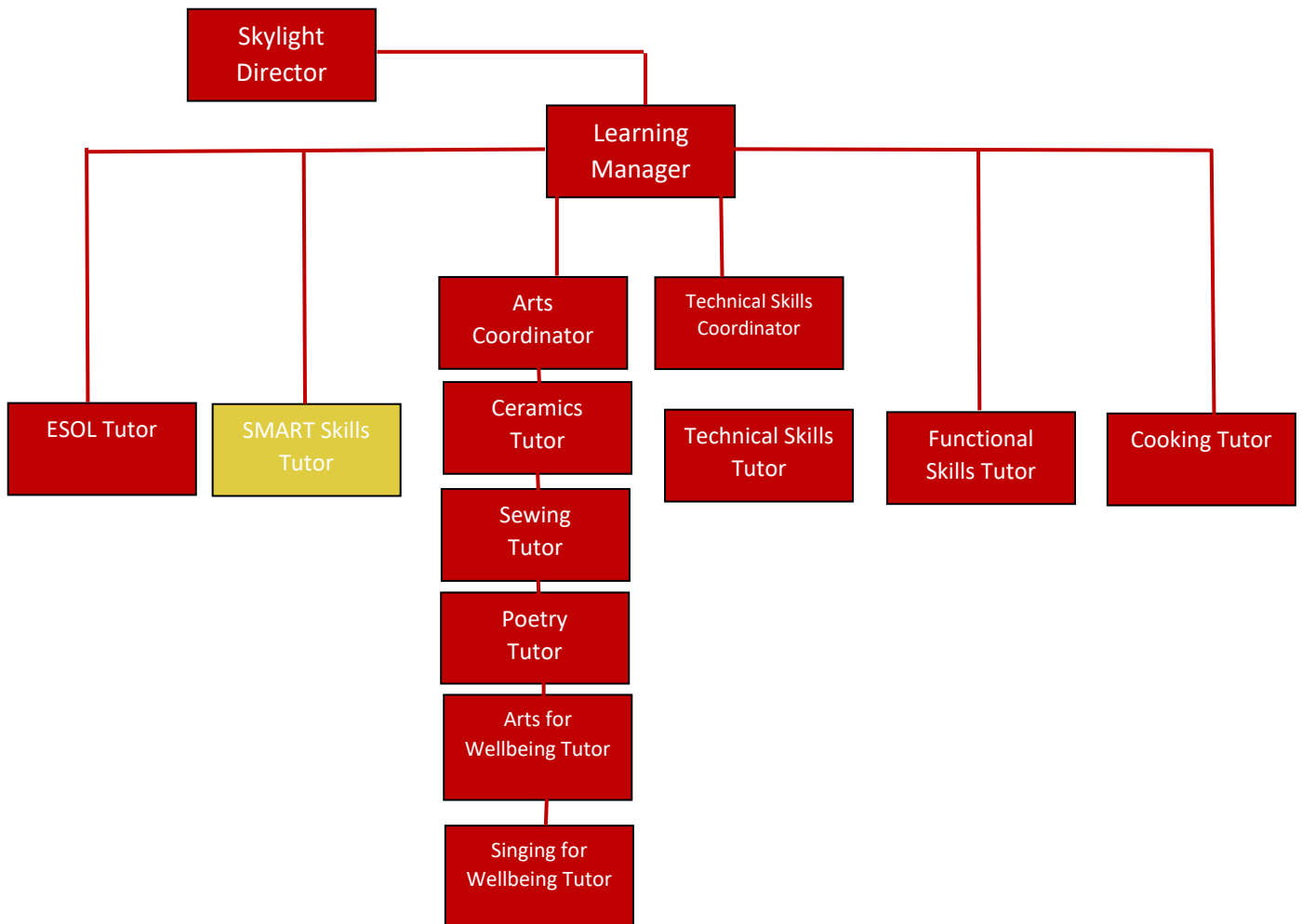
- Some flexibility is required in delivering the service.
- Based at Crisis Skylight Croydon.
- A satisfactory enhanced disclosure from the Disclosure Barring Service is required for this role.



Job Description



Organisational chart



**Please note structure is subject to change*



Together
we will end
homelessness

Job responsibilities

- Recruit and select learners on the basis of need.
- Undertake initial, formative and summative assessment of learners and respond accordingly.
- Create and administer assessments which inform the development of training and learning plans and consider the pathway and development of each individual client.
- Deliver a range of training and assessment activities.
- Liaise with internal verifiers and other representatives of awarding bodies, as required.
- Fulfil accreditation requirements and administer and assess examinations or portfolios, as required.
- Source and maintain accreditation procedures and associated paperwork.

Teaching and learning support

- Under the management of the Learning Manager, plan, organise and deliver year-round teaching for clients.
- Teach a combination of accredited courses and qualifications as well as shorter, unaccredited courses to support members with life skills, confidence and living independently. (for example, assertiveness, budgeting skills and more.)
- Teach and support learning in accordance with best practice for the client group.
- Plan, reflect and review each learner's progress on a regular basis. (Approximately 21 hours teaching time and 4 hours for planning and meetings.)
- Prepare and use suitable and good quality learning materials.
- Prepare schemes of work and lesson plans in accordance with standard practice.
- Establish and maintain standards of conduct with and for the learners.
- Adhere to departmental policies when dealing with aggressive or challenging behaviour.
- Implement blended learning, integrating online and classroom teaching if required.

With members, you may also need to:

- Undertake Outcome Star assessments, identifying areas in which members think they need support and where this will come from.
- Develop linked Progression & Learning Plans and review periodically.
- Refer members as required to Crisis or other agencies for support and check that support services are accessed.
- Ask (and record) members about their housing status initially and check periodically, recording any changes when informed by members.

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- Support the smooth hand over of members to an alternative lead worker if, and when, appropriate.
- Record and review all plans, reviews, progress and updates on the Member Achievement and Progress System (MAPS).
- Carry out duties that may reasonably be required in the light of the main purpose of the job.

Certification and quality assurance

- Assess the learners' progress and attainment against the standards set for the programme, as required.
- Make and keep appropriate assessment records, as required.
- Maintain and provide required records for accountability purposes.

Contribution to the team and organisation

- Develop and share teaching and learning materials with the team.
- Participate in professional development activities, team meetings and reflective practice when required.
- Promote well-being and development of the organisation internally and externally.
- Support and manage volunteers as required within the classes.
- Attend case conference and staff meetings.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis procedures.
- Collaborate with the Learning and wider teams to develop best practice.

General responsibilities

- Actively encourage and support member involvement within Crisis.
- Develop and maintain an understanding of Crisis'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.
- Understand the importance of protecting individual's personal and sensitive data and comply with the organisations policies.
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job.

Person Specification

Essential

1. Experience of teaching a range of accredited and non-accredited life skills courses. These could include wellbeing, self-esteem, budeting and many others.
2. Understanding of the impacts of homelessness on individuals' wider lives, including their learning.
3. Experience of delivering teaching from basic to advanced levels, including the preparation and planning of assessments, individual learning plans and qualifications.
4. Ability to develop, adapt or create course content to meet the demand and need of members, in collaboration with the learning and wider team.
5. Ability to teach all or some of 'Renting Ready, an internal course on tenancy skills, as and when appropriate or required.
6. Ability to enhance learners' progression toward their wider goals by agreeing and reviewing objectives, using individual progression and learning plans and the Outcome Star in collaboration with the wider Skylight teams.
7. Ability to develop teaching and learning materials and the tracking and monitoring of an individual's progress.
8. A capacity to work on one's own and as part of a team with a willingness to reflect upon and develop one's own practice.
9. Able to communicate effectively with individuals and groups using a variety of media and blended (online and offline) approaches.
10. Able to establish effective interpersonal relationships with a range of people.
11. Ability to keep clear, timely, accurate case management records using the MAPS case management system, sharing information as and when appropriate.
12. Knowledge of and ability to comply with safeguarding procedures.
13. Commitment to Crisis' purpose and values including equality, social inclusion and psychologically informed environments.

Desirable

14. Experience of working with clients with complex needs.
15. Hold a coaching or teaching qualification or be working towards one.

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.

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.