

Job description

Job title:	IT Tutor
Department:	Client Services
Reporting to:	Skills Coordinator
Salary:	£23,101 (£31,097 full time equivalent) per annum
Hours:	26 per week
Location:	Crisis Skylight Merseyside
Contract type:	1 year fixed term contract

Aim and influence:

- Deliver a range of online and class-based ICT courses for our members in agreed venues – such as community centres, hostels and onsite training rooms
- Teach digital literacy skills and formal IT qualifications up to Level 2 to develop the confidence, self-esteem and skills of homeless and vulnerably housed individuals to help them end their homelessness
- You will be required to lead work members, completing and reviewing their progression and learning plans and Outcomes Stars, as well as regularly checking their housing status
- Under the general direction of the Skills Coordinator, plan, organise and deliver up to 12 hours of teaching a week.

Financial and supervisory responsibility:

- Deliver up to 12 hours of learning per
- Some supervision of volunteers will be required.

Other key details:

- A significant degree of flexibility is required in delivering the service; evening and weekend work may be required at times for which TOIL will be given
- Based at Crisis Skylight Merseyside (Liverpool City Centre) you must be willing to travel across Merseyside, with occasional travel and overnight stays for training across the UK
- Crisis Skylight Merseyside operates an outreach model, therefore access to your own transport is an essential requirement

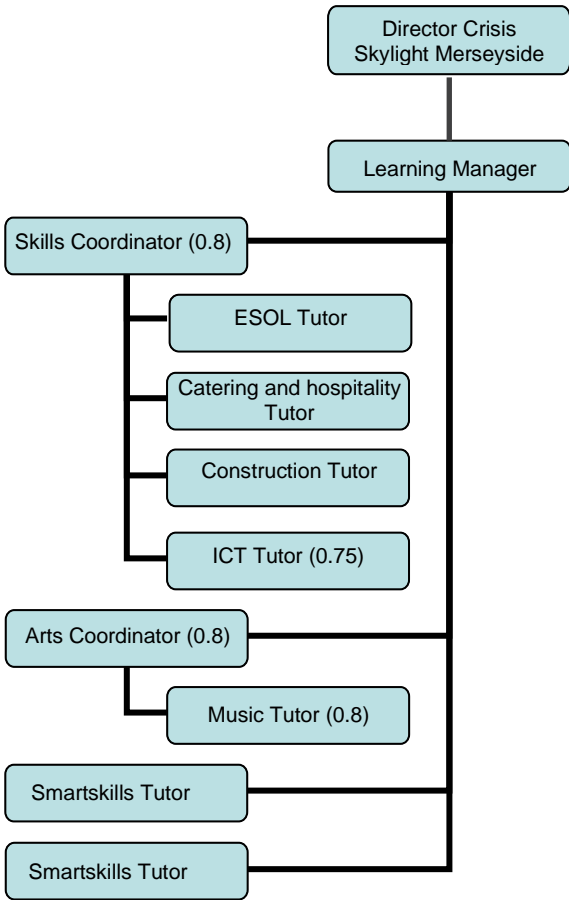
IT Tutor, Skylight Merseyside, Sept 21 – Job Pack

- A satisfactory enhanced disclosure from the Disclosure Barring Service is required for this role. Crisis Skylight Merseyside works with young people 16 aged and 17 and so the check will include both children and vulnerable adults

Background

- Crisis is the national charity for single homeless people. We are dedicated to ending homelessness by delivering life-changing services and campaigning for change.
- Crisis Skylight, our award winning and accredited education, training and employment services, offer practical and creative workshops with formal learning opportunities that lead to qualifications and finding work. Crisis has Skylight centres open in London, Oxford and Newcastle and operates outreach services in Merseyside, Birmingham, South Yorkshire and Edinburgh.
- In Merseyside, Skylight services are delivered on an outreach basis in existing homeless and community facilities. Our locations cover Liverpool, Wirral, South Sefton and St. Helens.

Organisational chart



Job responsibilities

Recruitment and assessment

- To recruit and select learners on the basis of need
- To undertake initial and formative assessment of learners, and respond accordingly
- To create and administer assessments which inform the development of training & learning plans taking into account individual needs, styles and interests
- To deliver a range of IT training and assessment activities

Teaching and learning support

- 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
- Prepare and use suitable and good quality learning materials
- Prepare schemes of work and lesson plans in accordance with standard practice
- You are required to 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 where required

With members for whom you are the lead worker

- Undertake initial Outcome Star assessments, identifying areas in which members think they need support, and where this will come from.
- Develop linked Progression & Learning Plans with them.
- Review both outcome stars and Progression and Learning Plans periodically.
- Refer members as required to Crisis or other 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.
- Record all plans, reviews, progress and updates on the Member Achievement and Progress System (MAPS)
- Support the smooth hand over of members to an alternative lead worker if, and when, appropriate
- 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
- Make and keep appropriate assessment records
- 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 possible.
- Promote well-being and development of the organisation internally and externally
- Support and manage volunteers as required within the classes
- Participate in the continual improvement of resources, learning environments and delivery of effective teaching methods and styles
- Ensure that any safeguarding concerns are identified and reported in line with Crisis procedures

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

1. The applicant must either hold or be working towards a practical teaching qualification i.e. PTTLs, DTTLs, PGCE Cert Ed or equivalent and hold a relevant IT Qualification (or equivalent) in ICT at Level 3
2. Understanding of the impacts of homelessness on individuals' wider lives, including their learning, and ability to undertake regular reviews of members' housing status to ensure timely referrals are made to support to help individuals end their homelessness.
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 enhance learner's progression toward their wider goals by agreeing and reviewing objectives, using individual progression and learning plans and the Outcome Star
5. Ability to develop teaching and learning materials and the tracking and monitoring of an individual's progress
6. A capacity to work on your own and as part of a team with a willingness to reflect upon and develop one's own practice
7. Able to communicate effectively with individuals and groups using a variety of media
8. Able to establish effective interpersonal relationships with a range of people
9. Ability to keep clear, timely, accurate case management records using the MAPS case management system, sharing information as and when appropriate
10. Knowledge of and ability to comply with safeguarding procedures
11. Commitment to Crisis' purpose and values including equality, social inclusion
12. Access to own transport with ability to travel throughout Merseyside

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.