

Housing and Life Skills Tutor, Skylight Newcastle, December 2021

Job title:	Housing and Life Skills Tutor
Department:	Client Services
Reporting to:	Learning Coordinator
Salary:	£31,097 per annum
Hours:	35 per week
Location:	Skylight Crisis Newcastle
Contract type:	12 months fixed term contract

Aim and influence

- Crisis in Newcastle are developing a new series of activities and training courses to support their members with housing, employment and life skills. Our aim is to develop and deliver courses/activities that are meaningful, impactful and will support our members to end homelessness.
- Assist homeless and other vulnerable adults in the development of core and interpersonal skills to better enable them to address the issues associated with their vulnerability and exclusion.
- Deliver engaging programmes in both one on one and group settings, across a range of subjects as part of an individualised progression and learning plan. This will include both accredited and non-accredited courses with clear pathways developed for all.
- Provide 1-1 support as Lead Worker for a number of individual clients to facilitate and empower them in overcoming barriers and achieving their goals.

Other key details

- A significant degree of flexibility is required in delivering the service; evening and weekend work may be required at times.
- Based at Crisis Skylight Newcastle. Delivery of courses/activities may require you to travel to different venues across the North-East.
- A satisfactory enhanced disclosure from the Disclosure Barring Service is required for this role.

Job responsibilities

Registration and initial assessment

- Undertake one to one and group registrations with new clients of Crisis, complete Initial

Contact Forms (ICF) ensuring that information is accurately recorded.

- Undertake initial assessments to identify needs, appropriate learning activities, levels and progression routes.
- Create and administer initial assessments which inform the development of progression & learning plans, taking into account individual needs, strengths, interests and barriers that may impact an individual engaging with the learning offer
- Communicate with stakeholders to ensure needs and plans are clearly identified and understood.
- Provide IAG on the full Skylight offer to ensure clients can make informed decisions regarding support needs and goals.
- Review plans at regular intervals alongside clients to assess progress and update systems accordingly.

Teaching and learning support

- Plan and deliver engagement and accredited courses to individuals and groups via both digital platforms and face to face settings.
- Develop a menu of short quality assured programmes with clear progression routes onto internal accredited courses and external opportunities. These could include housing and employment related courses, independent living and life skills, personal development, English, IT, Maths, whilst improving confidence and self-esteem.
- Prepare schemes of work and lesson plans in accordance with standard practice.
- Prepare innovative and high-quality learning materials taking into account inclusivity and differentiation.
- Fulfil course and accreditation requirements and administer and assess examinations and/or portfolios.
- Source and maintain accreditation procedures and associated paperwork
- Undertake formative and summative assessment of clients' work and respond accordingly at planned stages of client's participation.

With clients for whom you are the lead worker

- Undertake initial Outcome Star assessments, identifying areas in which clients think they need support, and where this will come from.

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- Develop linked Progression & Learning Plans with them.
- Review both outcome stars and Progression and Learning Plans whilst adhering to existing time frames.
- Ask (and record) clients about their housing status initially and check periodically, recording any changes when informed by clients.
- Make and accept referrals with clear handovers from/to both internal and external services to ensure referrals are linked to client's overall plan
- Work closely with all Crisis Skylight teams, colleagues and agencies to ensure clients receive the optimum service to be able to independently move forward and progress in their lives.
- Record all plans, reviews, progress and updates on the Member Achievement and Progress System (MAPS)
- Support the smooth hand over of clients 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

- Develop key planning documents and resources in advance of delivery and seek approval from quality team prior to the role out of any new programmes.
- Assess the clients' progress and attainment against the standards set for the programme and maintain records for accountability purposes
- Adhere to policies and procedures set by both internal and external verifiers and representatives of Crisis national learning teams.
- Participate quality assurance activities as part of the Quality Cycle.

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
- You are required to establish and maintain standards of conduct with and for the clients
- Adhere to departmental policies when dealing with aggressive or challenging behaviour

Person Specification

Essential

1. The applicant should either hold or be working towards practical teaching qualifications i.e., PGCE, DTLLS, Cert Ed or equivalent or be able to demonstrate ability to design and deliver high-quality, motivational learning programmes for clients.
2. Proven ability to work with the principles of assessment and quality assurance processes.
3. Experience of engaging vulnerable clients in relevant educational programmes with proven demonstrable success.
4. To have the ability, creativity and passion to develop and deliver courses/activities to help clients overcome barriers to end homelessness and support to sustain their own accommodation.
5. A passion for innovative learning and for developing creative and engaging materials and delivery methods.
6. Able to develop and embed quality assured learning programmes with clear progression routes. These could include but are not exclusive to: English, IT, Maths, personal development, life skills, whilst improving confidence and self-esteem.
7. Experience of good classroom management practices and working with complex needs and experience giving advice and guidance.
8. Understands the needs, issues and sensitivities of working with homeless unemployed and vulnerable adults and develop practical solutions to address them
9. Able to communicate effectively with individuals and groups using a variety of media
10. Able to establish effective interpersonal relationships with a range of people
11. Ability to keep accurate and up to date records, sharing information as and when appropriate.
12. Capacity both to work on your own, in teams and a willingness to reflect upon and develop own practice.

13. Knowledge of and ability to comply with safeguarding procedures.
14. Commitment to Crisis' purpose and values including equality and social inclusion.
15. Good knowledge of homelessness legislation including tenants' rights and responsibilities in both social and private rented sector.
16. Work collaboratively with learners to develop an achievable plan to improve their housing options and develop the skills to live independently.
17. Access to own transport is essential as some delivery will be across Newcastle and the North-East of England

Desirable

18. Understand the importance in Psychologically Informed Environments (PIE) when developing learning programmes for Crisis clients.
19. Holds or is working towards an Internal Quality Assurance qualification (IQA) or equivalent.

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