**Job Description**

**JOB TITLE**

**Progress & Welfare Coach**

**ACCOUNTABLE TO:**

**Learner Support Manager**

**INTRODUCTION**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

 ‘Enable people to recognise and develop their potential’.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**MAIN PURPOSE OF THE ROLE**

* To support and establish solutions for learners who find it challenging to sustain regular engagement in learning.
* Ensure all learners make expected levels of progress across all aspects of their learning programme.
* To effectively contribute to the monitoring and tracking of learner progress and welfare.
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* Ensure all learners make expected levels of progress across all aspects of their learning programme.
* To effectively contribute to the monitoring and tracking of learner progress and welfare.
* To design,deliver and facilitate group Tutorial sessions covering Personal Development topics

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

**Enrolment**

* Attend and support curriculum colleagues at enrolment events
* Ensure the successful enrolment of learners within the agreed caseload
* To ensure that learners are clear on their responsibility within the College Learner Agreement
* Support learners who enrol late to ensure that they receive the same level of support through enrolment, induction and transition into College as the other Learners in the caseload
* In collaboration with Course Leaders and Curriculum Leaders ensure that Data Services are informed of any changes to the Learner Agreement i.e. change of course/subject, withdrawal from College etc.

**Induction**

* Contribute to the design and implementation of an engaging and purposeful induction programme for learners
* Collaborate with curriculum colleagues to develop individual learner profiles that accurately reflect assessment of starting points
* Facilitate changes to learning programmes where necessary
* Initial Assessment and Additional Learning Support
* To ensure that all Learners in the caseload undergo initial skills assessments and outcomes are used effectively within support planning
* To liaise with the ALS team to ensure that learners access appropriate additional support as identified

**Learner Progress**

* Conduct individual progress reviews with all learners in the agreed caseload at key milestones of the academic year as outlined in the college calendar
* Contribute to overall progress of learners through individualised, effective coaching and support
* Conduct one to one conversations (in a risk based approach) with learners to monitor progress, recording agreed targets and timelines for review
* Collect feedback from teaching staff prior to completion of formal progress reviews
* To conduct a formal progress review with each learner in the caseload at least three times per year
* Be actively involved in supporting Learners work experience and industry placements
* To act as the singular point for reporting inconsistencies in absence across all programmes relating to the learner
* Use e-Tracker effectively to track progress and support high levels of attendance thus increasing retention
* Meet with Course Leaders and where necessary subject teacher on a monthly basis to review the e-Tracker profile of all Learners within their caseload

**Targets**

* Agree and record progress and welfare targets with learners at key points in their programme to support positive outcomes
* Utilise college systems effectively to record and track learners’ progress and welfare

**E-Tracker (or alternative e-ILP)**

* To be responsible for the promotion of e-Tracker throughout the department, by ensuring information for each Learner within the caseload is timely, accurate and comprehensive
* To ensure consistent usage of e-Tracker by learners across the department to benefit their progress and welfare

**Learner Engagement**

* Ensure learners are informed and understand the procedures relating to attendance, punctuality and engagement in learning
* Monitor on a weekly basis the engagement patterns of all learners in the caseload, implementing appropriate intervention and support where necessary
* Follow up with learners/parents/carers surrounding issues relating to engagement across ALL elements of the learning programme

**Communication with Parents/Carers**

* Develop clear lines of communication with parents /carers that lead to productive relationships that have a positive impact on learner progress
* Participate in collaborative meetings that aim to establish strategies to support learner progress
* Contribute to effective delivery of scheduled events to promote parental engagement

**Positive behaviour and conduct**

* Act as a point of contact for members of staff where issues arise relating to behaviour of learners in the caseload
* Ensure that the correct procedures are followed and records of agreed targets and action points are maintained and monitored following restorative discussions
* Refer learners to the relevant stages of intervention/support where learners are not responding to interventions designed to support them
* Assist learners to access and engage with the services of outside agencies, where appropriate
* To act as a mediator between relevant parties to ensure learner progress meets expectations

**Progression**

* Coach and support learners to identify, explore and signpost the career opportunities available
* Coach and support learners to understand the skills, knowledge and behaviours required to enter specific career pathways
* Coordinate and facilitate access to appropriate Advice, Guidance and Careers Education resources
* Effectively utilise tracking information systems to record learner destinations details
* Contribute to review meetings to confirm transition and progression plans of learners

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

**Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.**

**HOW TO APPLY**

For full information about this role or to apply visit www.lcwc.ac.uk/job

**Person Specification –**

**Progress & Welfare Coach**

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|   | **Essential**  | **Desirable**  | **Assessment Method**  |
| Qualifications  |   |   |   |
| Minimum of 5 GCSE’s or equivalent | **✓**  |  | AF / AT / IV  |
| Minimum of level 2 literacy & numeracy qualifications or be willing to update skills. | **✓**  |  | AF / AT / IV  |
| Certificate in Education or equivalent |  | **✓**  | AF / AT / IV  |
| Advice & Guidance Qualification |  |  **✓**  | AF / AT / IV  |
| Counselling qualification |  | **✓**   | AF / AT / IV  |
| Experience |   |   |   |
| Direct experience of working with post 16 students and with students | **✓**  |  | AF / AT / IV  |
| Teamwork and personal credibility |  |  |  |
| Welcome suggestions for improving standards and offer suggest improvements  | **✓**  |   | AF / AT / IV  |
| Act as a team player  | **✓**  |   | AF / AT / IV  |
| Accept responsibility for personal activities within agreed parameters   | **✓**  |   | AF / AT / IV  |
| Display a high standard of personal integrity   | **✓**  |   | AF / AT / IV  |
| Demonstrate a good understanding of and positive commitment to organisational objectives  |  **✓**  |   | AF / AT / IV  |
| Communication  |   |   |   |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner   | **✓**  |   | AT/ IV  |
| Analytical & Decision Making Skills  |   |   |   |
| Uses logic, analysis, experience and models to solve problems  | **✓**  |   |  AT / IV  |
| Organised and attentive to detail  | **✓**  |   | AT / IV  |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand  | **✓**  |   | AT / IV  |
| Internal Customer Orientation  |   |   |   |
| Demonstrates meeting expectations of internal customers, including students  | **✓**  |   | AT / IV  |
| Develops relationships with internal customers and gains their respect  | **✓**  |   | IV  |
| Treats internal customers fairly and in a non-discriminatory manner  | **✓**  |   | IV  |
| Personal Effectiveness & Initiative Taking  |   |   |   |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output  | **✓**  |   | AT / IV  |
| Ability to prioritise own work, multi-task and shift priorities  | **✓**  |   | AT / IV  |
| Proactive in taking action to achieve goals  | **✓**  |   | AT / IV  |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview