

Vision Business Support Services is a subsidiary company of West Nottinghamshire College.

**Welfare Support Coach (fixed term maternity cover, term time only over 40 weeks)**

Ref: VBSS21.94

## 1. The Appointment

The Welfare Support Coaches will develop and deliver high quality work with students through an agreed programme of support that facilitates their participation in current issues and decision making by creating opportunities for their personal, social and educational development whilst enabling them to reach their full potential.

Welfare Support Coaches are primarily responsible for managing a caseload of students referred through to the team. The focus of this support will be to enable the student to overcome the barriers that may prevent them achieving success whilst at college.

The Welfare Support Coaches will follow the principles of youth work to enable them to deliver an assertiveness mentoring model to raise Retention, Achievement and Success.

It is essential for this role to have excellent motivational, assertiveness skills and communication skills at all levels in order to ensure supported students make positive progress in a timely fashion.

It is also essential you have sound administrative, organisational skills and a flexible, adaptable and positive attitude; with a good general education, experience of using databases, processing information and creating regular reports. An IT qualification is also preferable.

Experience of working with young people/adults in a support situation is essential.

The role will require you to embed the college's values; **Respect, Integrity, Collaboration, High Expectations, Responsibility.**

## 2. The Post

### 2.1 Main Duties and Responsibilities

- a) Have the ability to build positive and sustainable relationships with students by using the core principles of youth work (participation, understanding of others and exploring values and beliefs).
- b) To be a specialist in all of the college vulnerability groups
  - a. Looked After Students/Care Leavers
  - b. Young Carers
  - c. Young Parents
  - d. Students not in parental accommodation
  - e. Students with current or spent offences
  - f. Major Mental Health

g. Wellbeing Centre

- c) Have a clear understanding and ability of how to support all key vulnerable groups such as LAC, Care Leavers, Young Parents, Young Carers, and Students who have been involved in criminal activities, students who live away from their parents and students with mental ill-health.
- d) To gather ongoing information for students in their allocated area and update support plans for each student.
- e) To support the Student Support and Transition coordinator with transition information gathering for selected vulnerability groups
- f) To manage a caseload of students who are identified throughout their college journey as either fitting into any of the vulnerable groups or requiring specific support.
- g) Be able to offer support to **ALL** college students. This may mean that this could sometimes be outside the normal core working hours of college
- h) Coordinate all types of Counselling referrals for their allocated areas and carry out assessment of need relating the various types of counselling required
- i) To work collaboratively with other teams in college, in particular the safeguarding team. This will involve supporting safeguarded students and taking over the long term support provision for the student who have been referred to safeguarding relating to their vulnerabilities once they are closed to Social Care or the safeguarding team are no longer working with the student
- j) Carry out welfare checks on vulnerable students which may include home visits.
- k) Plan / attend and write reports for various external multi agency meetings relating to their students which include LAC review, Leaving Care reviews, Team around the family (TAF) meetings, E –pep (Personal education Plans) for LAC and Care Leavers , Benefit claim appointments and GP / hospital appointments etc
- l) Support and advocate for students by sitting in on meetings with supported students, or handling follow up referrals from the safeguarding team for specialist support, such as counselling.
- m) Make informed assessments of suitability of students prior to referring to external agencies such as NCC Early Help, Family Services, Housing/hostels, LGBT services and Support Groups.
- n) As a specialist for vulnerable groups of students the Welfare Support Coaches will need to maintain up to date knowledge of legislation, trends, local developments as well as developing a variety of support resource specific to their speciality area.
- o) Plan and deliver bespoke group work sessions and awareness events to support the development of softer skills with students when needed as well as assist the Mental Health Coordinator to create a range of tutorials and recourse for the colleges tutorial system
- p) Have a visible presence in communal spaces so they are able to build positive trusting relationships with students especially the hard to reach.
- q) To ensure the college is promoting a healthy lifestyle by providing on duty cover system for students who require support with emotional well-being, mental health self-harm, anxiety, and sexual health advice.
- r) To engage with students who are/or have become disengaged in their education with a specific focus towards bespoke support for Level 1 provision.
- s) To have a basic understanding of financial support and progression routes for students, in order to support students with bursary applications and to aid progression

- t) To use the “**At Risk Register**” and arrange / attend “**At Risk Meetings**” with the Heads of department around prioritisation and implementation of support.
- u) Provide additional support for the Duty Head and carry out searches on students property if required
- v) Play an active part in the enrolment process and deliver welcome sessions to all students over the induction period
- w) Each Welfare Support Coach will act as a single point of contact with specific curriculum teams with a view to the items such as the “At Risk Register.”
- x) To liaise with internal and external stakeholders in order to build positive partnerships to enhance the support/services offered to students.
- y) Provide written reports about the progress of students to internal and external stakeholders.
- z) To maintain strict confidentiality and discretion at all times.
- aa) Ensure that the recording of meetings/interventions is input onto the college system in a timely manner.
- bb) To work to performance targets with their caseloads.
- cc) To support college enrolment, induction and other events when required to do so.
- dd) To obtain regular feedback from service users in order to continually improve.

## 2.2 Other Responsibilities

- a) To uphold and promote college policies and procedures, promoting those specifically applicable to this area of work and also including the Health and Safety and Equality and Diversity policies and procedures and attend training as requested.
- b) To comply with the college’s own safeguarding policy and practices and attend training as requested.
- c) To keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques.
- d) To be conversant with and participate in activities and developments at college, regional and national level which are relevant to the post.
- e) To present and promote an appropriate public image in representing the college.
- f) To undertake any other duties as may reasonably be required commensurate with the post.

## 3. Skills, Qualities & Knowledge

	Essential	Desirable
<b>Qualifications:</b>		
A level 3 qualification in working with young people (or willing to work towards)	✓	
Youth Work Level 2 or higher (or willing to work towards)	✓	
English GCSE grade C (minimum) or equivalent	✓	
Maths GCSE grade C (minimum) or equivalent	✓	
Mental Health First Aid or Mental Health Level 2 (or willing to work towards)	✓	

	Essential	Desirable
<b>Experience</b>		
Ability to run group work interventions	✓	
Proven history of conducting 1:1 Support interventions	✓	
Dealing with challenging behaviour	✓	
Handling of confidential information	✓	
Using technology to engage the hard to reach	✓	
Knowledge of safeguarding and the Prevent agenda	✓	
<b>Skills /Knowledge</b>		
Demonstrate suitability to work with children and vulnerable adults including knowledge/understanding of safeguarding and DBS compliance	✓	
Assertiveness skills	✓	
A high level of resilience	✓	
Excellent motivational skills	✓	
Ability to work under pressure and to meet deadlines	✓	
Accuracy and attention to detail	✓	
Excellent communication and interpersonal skills	✓	
Ability to build positive relationships	✓	
Good organisational, administrative skills including time management	✓	
Ability to work on own initiative or part of a team	✓	
Ability to deal positively with conflict	✓	
<b>Qualities/Approach linked to college values</b>		
High levels of written and oral communication	✓	
Approachable personality	✓	
Confidence in dealing with people of all ages and abilities/disabilities	✓	
Sensitive to and aware of cultural issues	✓	
Demonstrate a positive approach to equality and diversity and customer service	✓	
Demonstrate an ability to take responsibility for own and others Health and Safety at work	✓	
Able to confidently handle difficult situations whilst remaining supportive and practical	✓	
Remain positive and approachable when faced with challenging situations	✓	

#### 4. Position within the College

The post-holder will be part of the Student Welfare Team and under the management structure of the Welfare Manager but will report daily to the Support and Transition Coordinator.

#### 5. Terms & Conditions

- a) The post is offered on a Vision Business Support Services, fixed term, term time contract to cover maternity leave.
- b) The salary will be based on a full time equivalent salary of £22,304 per annum - VBSS Band 5 (pro rata for the fixed term period and term time only). This is a spot salary.
- c) You will be required to work 37 hours per week on a flexible basis during term time.
- d) The company operates a Scottish Widows Group Personal Pension plan.

- e) The post holder may be located at any West Nottinghamshire College site and may be expected to travel as required. You will however be given reasonable notice of any change in your principal place of work and be fully consulted.

## 6. The Application

Individuals with the appropriate experience, qualifications and personal qualities are invited to complete an online application form by **5pm** on **Monday 29<sup>th</sup> November 2021**.

[www.wnc.ac.uk/vacancies](http://www.wnc.ac.uk/vacancies)

**THE COLLEGE PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY.**

**The college is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Posts are all subject to DBS check. The successful candidate will be required to pay for the DBS check themselves, the cost will automatically be deducted from their first salary payment. This is currently £46.50.**

**It is an offence for anyone who is barred from working with children and or vulnerable adults to apply for this position.**