

**Job Description**

**Learner Support Worker**

**Quality and Learning Services**

**The role**

To support and mentor learners with social and emotional needs, a disability, learning difficulty or medical condition; or other ‘at risk’ groups to help them successfully complete their course.

**Responsible to: Lead Learner Support Worker/Lead Disability/Mental Health**

**Main Purposes and Responsibilities**

The main purpose of the role is to:

1. 1. To support learners to access the curriculum under the guidance of a member of academic staff; and if relevant the Lead Professional in Learner Support.
2. To act as a learning mentor to support learners’ academic success, health and wellbeing and preparation for adulthood as appropriate.
3. To undertake examination support activities.
4. To work with learners to help them develop skills such as time management and planning to support the completion of course assignments to deadline.
5. To work with learners considered to be ‘at risk’ such as Looked After Children, Care Leavers and those with communication and social interaction difficulties to develop resilience, confidence and independence.
6. To work in partnership with academic staff and be proactive in keeping tutors informed of learners’ progress including by using college recording systems such as Promonitor.
7. To help identify and refer any further support needs to the relevant staff such as the Lead Professional within Learner Support, Youth Workers, Counselors.
8. To maintain high quality support records to audit standards and deadlines.
9. To check and confirm own weekly timetable ensuring that contractual hours are met and recorded.
10. To be prepared to work on any campus as required by the business needs of the service.

**General Duties**

The post holder will assist with or undertake the following:

* To keep up-to-date with QA initiatives and to develop and meet service standards for the area of work.
* To participate in the Professional Development Programme and undertake training as required including all relevant areas of technology.
* To propose any ideas which may help to promote and extend the Group’s reputation and efficient running of the Group.
* To work safely, consider the safety of others and work within the guidelines stated in the Group Health and Safety Policy
* To be available to assist in enrolment and other procedures, which may require occasional evening and weekend work.
* Undertake other duties as may be required by the Group Leadership Team or their representatives, in order to ensure the efficient functioning of the Group.

As a list of general duties, the above is not exhaustive. The work of the Group as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues to facilitate this development.

**Additional Information**

This Job Description / Specification is subject to periodic review.

Salary scale: £19,518 - £20,827 p.a. inc. London weighting, full time equivalent

**Person Specification**

**Lerner Support Worker**

**Person Specification, Experience and Qualifications**

| **Personal Skills Characteristics** | **Essential** | **Desirable** | **Method of Assessment** |
| --- | --- | --- | --- |
| 1. **Experience** | | | |
| * Experience of working successfully with young people or adults in a supporting/mentoring role within an educational setting | ✓ |  | A/I |
| * Experience of working successfully with young people or adults who have social and emotional needs, a disability, learning difficulty or medical condition |  | ✓ |  |
| 1. **Qualifications** | | | |
| * A willingness to undertake further staff development considered relevant to the post | ✓ |  | A/I |
| * Educated to GCSE/ level 2 or equivalent with grades A\*-C in English and Mathematics (or to achieve BKSB equivalent within six weeks of appointment) | ✓ |  | A/I |
| 1. **Practical and Intellectual Skills** | | | |
| * A good working knowledge of the support needs of young people and adults who have social and emotional needs, a disability, learning difficulty or medical condition in an educational setting | ✓ |  | A/I |
| * Sufficient literacy skills to note take for learners up to level 3 | ✓ |  | A/I |
| * A good working knowledge of recent equality, care and SEND legislation and its implications for the Learner Support Service | ✓ |  | A/I |
| * High level of computer literacy |  | ✓ | A |
| * Able to work under pressure and to strict deadlines | ✓ |  | A/I |
| * Able to use initiative, organise and prioritise | ✓ |  | A/I |
| * Able to communicate effectively at all levels | ✓ |  | A/I |
| * Administrative skills sufficient to keep high quality written records of learner progress and set appropriate smart targets based on the Individual Learning Plan | ✓ |  | A/I |
| 1. **Values and Personal Qualities** | | | |
| * Commitment to establishing and maintaining good working relations with colleagues and learners | ✓ |  | A/I/R |
| * Commitment to the provision of a quality service and the implementation of quality improvements | ✓ |  | A/I/R |
| * Evidence of commitment to the safeguarding and promotion of the welfare of children and vulnerable adults. | ✓ |  | A/I/R |
| * Commitment to valuing diversity | ✓ |  | I/R |
| 1. **Circumstances** | | | |
| * Able to work flexibly throughout the week/over the year by prior agreement | ✓ |  | A/I |

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| **A -** | **Application Form** | **I -** | **Interview/Selection Tool** | **R -** | **Reference** |