

**Job Description:**

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| **Post:** | **Progress Coach**  |
| **Salary Grade:** | *Grade 3 (37 hours per week, 38 weeks)*  |
| **Responsible to:** | *Student Experience Manager (Pastoral and Welfare)*  |
| **Responsible for:** | Vocational and A Level Tutors, Quality measuring tutorials, tutorial observations, student progress whilst on programme.  |

**Key Purpose:**

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| **1** | To coordinate college welfare activity to maximise attendance, retention and achievement of all students including those facing barriers to learning.  |
| **2** | To provide rapid response and ongoing support for students with safeguarding concerns |
| **3** | To promote student resilience and independence through a range of planned support activities including raising awareness of local and national health and wellbeing priorities and issues.  |
| **4** | To provide an effective welfare triage service that ensures students are able to access appropriate internal and external support services.  |

**Key Responsibilities and Accountabilities:**

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| **A** | Manage the delivery of tutorial activities that promote the development of students’ personal, social and employability skills. |
| **B** | Ensure that Welcome Day and introductory programmes are delivered effectively |
| **C** | Monitor the participation in and impact of the tutorial programme for students in the department. |
| **D** | Ensure the smooth implementation of the support for change process in response to behavioural and discipline issues as appropriate. |
| **E** | Provide effective advice, guidance and support regarding pastoral matters within the department area. |
| **F** | Ensure appropriate uptake of student welfare and additional learning support. |
| **G** | Work with Tutors to monitor attendance, retention and the achievement of literacy and numeracy, and respond accordingly by supporting and advising Tutors on strategies to improvements. |
| **H** | Liaise with your Tutors to ensure the early identification of those students recognised as being at risk and provide effective action planning to monitor and support them. |
| **I** | Be proactive in developing good working relationships with parents and carers, including appropriate communication, consultation and reporting. |
| **J** | Manage the delivery of tutorial activities that promote the development of students’ personal, social and employability skills. |
| **K** | Adopt an outward looking approach to the development of innovative practice which will enable the delivery of a consistently outstanding service.  |
| **L** | To be the first response to incidents involving students around college and liaise with the relevant area e.g. curriculum, health and wellbeing, ALS to ensure interventions and follow ups are put into place for the students involved.  |
| **M** | To monitor the quality and consistency of the tutorial programme through the observation system, assisting Learning Managers, Directors, Head of Student Services and Student Experience Manager with tutorial observations. |
| **N** | Any other duties as may be reasonably required by the college.  |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in Performance Management and professional development activities as required.  |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety.  |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults.  |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |
| **8** | Liaise with teachers and other colleagues regarding health and wellbeing interventions whilst maintaining appropriate boundaries regarding student confidentiality and legal requirements.  |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** | **How assessed** |
|  | English and maths to at least level 2  | x |  |  |
|  | Qualified to degree level or equivalent professional qualification  | x |  |  |
|  | Youth work qualification |  | x |  |
|  | A full teaching qualification  |  | x |  |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |  |
|  | A track record of successfully providing pastoral support to 16-19 year old advanced vocational students | x |  |  |
|  | Experience of working with students with challenging circumstances | x |  |  |
|  | Knowledge of further education setting | x |  |  |
|  | Working knowledge of external support agencies and stakeholders |  | x |  |
|  | Experience of managing complex caseloads  | x |  |  |
|  | Knowledge of all funding streams and support available to students.  |  | x |  |
|  | **SKILLS & ATTRIBUTES** |  |  |  |
|  | Capacity to use IT systems to record and monitor student interventions | x |  |  |
|  | Ability to analyse data and interpret it to plan actions | x |  |  |
|  | Extremely organised approach to work, with the ability to work on own initiative and to manage a complex caseload | x |  |  |
|  | Excellent interpersonal and communication skills with the ability to develop and maintain effective working relationships with students and staff  | x |  |  |
|  | Excellent communication skills both written and verbal | x |  |  |
|  | Excellent listening skills and ability to empathise and deescalate in challenging situations | x |  |  |
|  | Resilient and positive with a professional appearance  | x |  |  |
|  | Commitment to education values  | x |  |  |
|  | A high level of personal integrity with proven experience of handling sensitive situations with tact and diplomacy and with complete regard for confidentiality  | x |  |  |
|  | Ability to work effectively as a team member and work flexibly to meet changing needs  | x |  |  |
|  | Good record of attendance and punctuality  | x |  |  |
|  | Commitment to own learning and development.  | x |  |  |

Key to assessment methods:

A = Application

I = Interview

P = Presentation

W = Written assessment