

Role Profile: The What, The Where, The How

POSITION	Education Worker		
TEAM	Homeless Service	LOCATION	Chi Winder based
VERSION	1	LAST UPDATED	February 2022

THE PURPOSE OF THIS ROLE IS TO

Deliver, in partnership with external agencies, an individualised educational support offer. This can include, but is not limited to, internal education support sessions and external education providers.

Ensure a flexible and responsive menu of education opportunities for people accessing our service enabling individuals to feel included and their activity as a member of the community and preparation for work.

Specific Accountabilities – The Nitty Gritty

In the role, day to day, you'll be responsible for:

1. Supporting and assisting in an individual's development through education, training and guidance, (including Life Skills-based workshops and groups).
2. Promoting self-confidence, self-esteem and self-worth amongst individuals, always promoting individuals' strengths and working to keep people motivated.
3. Building good working relationships with outside organisations and agencies that will support in the delivery of a menu of opportunities for people accessing homeless services; and developing community-based options to promote a model of independence and sustainability.
4. Working in conjunction with the internal inclusion teams on developing the Coastline Partner Programme and menu of activities and opportunities for adults with complex needs.
5. Liaising and creating positive pathways with employment providers. Identifying skills gaps and opportunities for routes back to employment.
6. Providing basic reporting on attendance, outcomes and case studies in order to demonstrate the achievements of the service.
7. Driving one's own vehicle on company business, including transporting individuals, as required.

8. Liaising with and supporting our scrutiny mechanisms, driving scrutiny and development across the service.
9. Ensuring that vulnerable adults are effectively protected from abuse or neglect. Safeguarding the dignity, quality of life and safety of customers and clients.
10. Acting in accordance with Coastline's policies and procedures and responding swiftly and effectively, regardless of whether the alleged perpetrators are members of staff, other customers, family members or other carers.

General Obligations: For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Team Leader (Support)


CONTACTS

Internal

- Client Support and Partner Worker
- Client Support and Volunteer Worker
- Key Workers
- Service Manager
- Homes and Communities Theme Lead
- Volunteer Manager
- Volunteers
- Community Investment Team

External

- Clients
- Partnership Agencies/ Organisations

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- Funding Bodies
 - Referral Agencies (voluntary and statutory)
 - Volunteer Recruiting Agencies

Person Specification: The Who

POSITION	Education Worker		
TEAM	Homeless Service	LOCATION	Chi Winder and surrounding areas
VERSION	1	LAST UPDATED	February 2020

QUALITY	ESSENTIAL	DESIRABLE
Personal Skills:	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: Put our customers first Be open, honest and accountable Value each other Strive to be the best • Be engaging, dynamic and organised, with the ability prioritise a varied work-load • Deal with clients and partners/ volunteers in a sensitive and non-patronising way, demonstrating a commitment to valuing diversity and equal opportunities • Develop and maintain effective working relationships, both within the team and with external agencies • Maintain confidentiality of information in accordance with guidelines 	
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education • Good standard of literacy and numeracy 	<ul style="list-style-type: none"> • Relevant degree or job-specific qualifications

**Experience,
Knowledge and
Understanding:**

- Experience of delivering structured support and/or activities within the social care sector
- Experience delivering training and employment-related programmes, including life skills
- Experience of one-to-one and group working and of working positively with people from a variety of backgrounds
- Understanding of Psychologically Informed Environments and Trauma Informed Care approaches
- Experience of team working and multi-agency working
- Understanding of confidentiality issues
- Experience of working with the safeguarding
- Experience of working with people experiencing homelessness and those with complex needs
- Experience of educational/ life coaching delivery

<p>Job-related skills:</p>	<ul style="list-style-type: none"> • Develop and maintain effective working relationships, both within the team and with external bodies • Employ strengths-based approach in working with vulnerable clients. • Support planning experience with complex needs • Fully proficient in IT skills, such as Office, Excel and use of proprietary systems • Able to facilitate groups and workshops • To deal with clients and partners/ volunteers in a sensitive and non-patronising way, demonstrating a commitment to valuing diversity and equal opportunities • Ability to organise and prioritise a varied workload, keep accurate records and regular statistical returns 	<ul style="list-style-type: none"> • Understanding PIE and TIC approaches • Monitoring and reporting skills
<p>Other:</p>	<ul style="list-style-type: none"> • Ability to drive and access to a vehicle • Able and willing to work flexibly • A satisfactory Enhanced DBS Certificate 	

