



Training Facilitator (Online)

What you need to know about this role:

Job Title:	Training Facilitator (Online)
Responsible to:	Team Leader – Online
Location:	Home-based (with travel and work in London) or office-based (Vauxhall)
Working Hours:	Part-time, 24 hours/week (we offer flexibility so that you can fit your job around your home life - which is really important to us).
Contract:	18 months with extension dependent on funding (plus 1 year, plus 1 year)
Salary:	£28,000 per annum pro rata (plus £3,226 London weighting, if applicable)
Closing date:	Tuesday 23 April 2024 at 9am
Interviews:	Wednesday 01 May 2024

INFORMATION FOR APPLICANTS FOR THE POST OF Training Facilitator (Online)

Thank you for your interest in the above role. This pack tells you more about the Kinship, how we work, and details of the role. It also gives information on how to apply.

Are you a warm, engaging and exceptional online workshop and training facilitator passionate about social justice?

About Kinship:

Kinship is the leading kinship care charity in England and Wales. We offer kinship carers financial, legal, practical and emotional support and understanding from the moment they need it, for as long as they need it. Our expert advice, information and guidance helps with complicated and stressful decisions that so many kinship families have to make. We are always there to support them through challenging times and celebrate the good.

Kinship carers are strong and determined. Together, they are powerful. We help them build communities of support and action by connecting families locally and across England and Wales.

We are at the heart of kinship networks, partnering with and influencing service providers, local and national government and other organisations. We give everything we have to fight for each family and their rights, changing society until every kinship family is recognised, valued and supported.

Kinship care often begins in crisis. A child has parents who are unable to care for them, for whatever reason. It can be frightening, confusing and heart-breaking.

Instinctively, a loved one steps in – a grandparent, brother, sister, aunt, uncle or family friend. They are now a kinship carer, bringing up the children they love. There is often no chance to prepare. Plans may be pushed aside. Relationships, jobs and savings are frequently sacrificed.

It is life changing and challenging raising children who have been hurt or neglected, but kinship carers do it anyway because they put the children first.

We know how hard life can be for kinship carers, but we have seen the amazing things they are capable of, with someone by their side. With the right support, children raised in kinship families can flourish.

That is why we support, connect and campaign – to keep kinship families stronger by keeping them together.

If you're passionate about purpose – real change for real people, then now is a good time to join us. We are Kinship.

We support grandparents, siblings, aunts, uncles, other family members and friends who step up to raise children when their parents can't.

Our vision is for a society where every kinship family has the **recognition, value** and **support** they need and deserve.

About the role

We know kinship carers are **strong, capable and fiercely determined** to ensure they get what they need to support their kinship family. And we want to support them to feel confident and empowered to do that. A **new training contract with the Department for Education** will support this outcome.

This role is **pivotal** in supporting kinship carers to understand what being a kinship carer actually means, what choices are available to them and how to access the information and advice they need for their kinship families in England.

You'll **facilitate** our online introductory training workshops for kinship carers, alongside a kinship experienced colleague.

You'll join a new team – **Advice, Training and Information** who will be resolute about creating a positive and impactful learning experience for all kinship carers in England. A **strong facilitator and communicator**, you will need to be (or become) a Zoom whizz, confident in using breakout rooms and all the extras, calm under pressure (sometimes technology lets us down) and able to deliver exceptional online workshops and training to small and large audiences. We'll also ask you to support one-off in person training occasionally.

Being interactive, engaging and able to read the 'online' room are essentials for this role. You'll be curious – and always thinking about how you can improve your delivery and the experience for kinship carers. We're building a team who is open, focused on the needs of kinship carers and who are looking to continuously and positively improve.

As part of this new training service, you'll receive all the training and development to support you to succeed in this role. This may include overnight stays as part of induction and training.

What you'll need to achieve in this role:

Key responsibilities:

- Deliver and lead exceptional online introductory training workshops to kinship carers in England (individual target - between 40-50 over a 12-month period). Confident and frictionless use of Zoom (including breakout rooms and other tools) to deliver a high-quality training experience.

- Consistent approach across training experiences, following manualisation processes.
- An in-depth understanding of kinship care in England (we'll provide training and support).
- Ensure KPIs for service delivery (including feedback and evaluation) are met including kinship carer experiences (90% service user satisfaction).
- Occasional face-to-face training delivery (for regional roadshows where appropriate).
- Ongoing continuous development of training resources and delivery using insight, data and participation from kinship carers.
- Ensure training is accessible and adapted as required.
- Be comfortable being a 'face' for the service in promotion and online resources.
- Take part in creating online content, including being confident in front of the camera to produce video and verbal content to add to our online resources, advice and guidance.
- Contribute to online resources as required.
- Take accountability for using Salesforce effectively as our case management system to support service delivery learning, high performance and evaluation. Ensure excellent administration in your delivery, keeping to deadlines.
- Work closely with Advice Service, Peer Support Service and Programmes teams to create onward referral pathways.
- Work with local authority partners to create regional content for online introductory training workshops.
- Ensure tone of voice, language and brand are in line with Kinship guidelines. Contribute positive active learning and proactively create opportunities to understand kinship carers needs for training (using learning logs).
- Contribute to case studies demonstrating impact of training services alongside ongoing insight to influence policy and campaigning development.
- Actively contribute to delivering high performance across the team. Commitment to personal development.
- Live the Kinship values and behaviours daily, embedding collaboration and learning with others across the organisation as part of your role.

What you'll bring (your experience):

Knowledge, abilities, skills and experience

Essential

- Substantial experience delivering engaging online training and workshops for diverse audiences, or transferable skills which demonstrate excellent communication and presentation skills.
- Demonstrable experience of using Zoom to a high level to deliver training (using breakout rooms and other tools to support and enhance facilitation). or transferable skills which demonstrate the ability to learn and develop excellent technical skills.
- High quality and professional facilitation skills, or transferable skills which demonstrate excellent communication and presentation skills.
- Demonstrable experience of holding clear boundaries and managing unforeseen circumstances (like disruptive behaviour) within training contexts, or transferable skills which demonstrate your ability to manage boundaries and unforeseen circumstances in a professional context.
- Proven experience of delivering training workshops which deliver impact and learning outcomes for participants, or transferable skills which demonstrate your ability to deliver positive outcomes in a professional context.
- Excellent PowerPoint skills.

- Experience of working with communities with different levels of digital literacy. Ability to develop in-depth subject knowledge (kinship care for example) to deliver consistent and up to date content.
- Excellent written, verbal and visual communications with high attention to detail, representing Kinship and this new training service with conviction and professionalism.
- High degree of confidence using technology, or willingness to develop and take accountability for using technology.
- Willingness to think outside of the box and ability to work with others to work in non-traditional ways to achieve change for kinship carers and their families.
- A positive, can-do, solutions driven attitude that helps contribute to a clear learning culture for the team.
- Ability to work on your own initiative and manage a complex and varied workload to successfully meet project deadlines and targets.
- To act at all times in the best interest of Kinship and the families we support. Resilience when dealing with challenging and sensitive issues.
- Non-judgemental (reflected in language and behaviour).

Desirable experience and knowledge:

- Experience presenting content in video format.
- Experience of using Salesforce.
- Knowledge and understanding of kinship care and/or children and families who need support.

General attributes:

- Commitment to equal opportunities and diversity and a respectful approach to working with people from a range of backgrounds.
- Flexible and willing to travel for work occasionally across England.
- Excellent written and spoken English
- Right to work in the UK

Your main relationships will be with:

- Team Leader - Online
- Training and Learning Lead
- Training team colleagues including Training Facilitators
- Training Officers
- Associate Director of Advice, Training and Information
- Advice, Programmes and Peer Support Teams
- Kinship carers

Equality Diversity and Inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work. We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate Application Information

Please refer to the Job Description for this role to check that you meet the criteria in the “knowledge, skills and experience” section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

Please do let us know if you would like any reasonable adjustments to support you through the recruitment process.

How we select candidates

To adhere to our commitment to Equality, Diversity and Inclusion, Kinship uses Artificial Intelligence (AI) as part of an Applicant Tracking System (ATS) – BeApplied. This ensures personal characteristics, such as age, ability, ethnicity etc. are **not** available to the shortlisting panel. The BeApplied ATS system goes further by aiming to remove all socio-demographic details that might affect decision making. This is known as ‘Anonymous Recruiting’.

How to apply

This job pack contains information about Kinship, the job vacancy and additional information for terms of employment. You should read these carefully to make sure that the job and conditions are suitable.

Please refer to the Job Description for this role to check that you meet the criteria in the “knowledge, skills and experience” section that are necessary for the job.

You are invited to apply for this role via the BeApplied recruitment platform [here](#)

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications.

Key Dates:

Application Deadline: Tuesday 23 April 2024 at 9am
Interview: Wednesday 01 May 2024

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are **recognised, valued** and **supported**.

Our mission:

To ensure that kinship carers and the children they care for get the **support** and **recognition** they need.

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Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers. **(Staff member at Kinship)**

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We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.



Our Values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions Ask for
- and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



What we can offer you:



Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



Family:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount



Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded, for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Travel:

For this role, there may be a requirement to occasionally travel across the nations (England and Wales). There may also be, on occasion, the need for an overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM), and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The postholder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note: This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the postholder.

Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number

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