

Job description



Job title:	Lead Worker (Tutor)
Department:	Client Services
Reporting to:	Operations Manager - Learning
Salary:	£20,138 (£33,563 full time equivalent) per annum
Hours:	21 hours
Location:	Skylight Newcastle
Contract type:	Permanent

Core Purpose of the Role

- Client Services at Crisis seek to work alongside people experiencing homelessness to enable each individual to receive the support they need to end their homelessness.
- As a Tutor you will provide inspirational learning that contributes directly to ending someone's homelessness. You will provide person centred learning to both groups and on a one to one setting. You will take a strength-based approach to supporting Crisis members helping them to recognise their strengths and build on these to develop their skills, confidence and knowledge.

Tutors will be their lead worker, which means you will be the person that holds the main relationship with them and will ensure continuity and consistency of support focussed on ending their homelessness.

- Depending on the needs of members at the Skylight you may be expected to specialise the learning you deliver and this will be set locally in conversation with you.
- The key to success will be your ability, to collaborate constructively and effectively as part of the Crisis team, to make collaborative, consistent and persistent relationships with each person.

Aim and influence

- Deliver a range of sessions both small groups and 121 in agreed venues – such as the Skylight, local hostels, community centres, drop-in services and refuges.



- Develop the confidence, self-esteem and skills of homeless and vulnerably housed individuals to help them end their homelessness.
- Provide up-to-date and reliable IAG to people with lived experience of homelessness
- Lead Work a caseload and provide effective case management in line with the Crisis agreed Crisis Case Management Framework.
- Ensure the delivery of psychologically informed services that:
 - promote member engagement and maximise inclusion and safety;
 - support wellbeing and the development of resilience and interpersonal skills;
 - are person centred and help people recognise and build on their strengths;
 - motivate people and encourage them to identify and work through the changes they need and want to make and supporting them to recognise their progress;
 - provide routes into appropriate learning and skills opportunities and ensure that members have access to the community-based specialist services and support they need
 - recognise the prevalence of, and impact of adversity and trauma on a person, understanding that individuals have all too often been disempowered, disconnected and excluded, and are careful not to repeat this.
 - recognise the value of compassion and connection in creating safety
- Under the general direction of your Manager to plan, organise and deliver learning for clients
- Support the delivery of Member Involvement and volunteering to enhance member's experience

Financial and supervisory responsibility

- Some supervision of volunteers will be required

Other key details

- 21 hours per week, some evening and weekend work may be required.
- Travel may be required across the UK for meetings
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.





- You will be required to work flexibly and move teams to carry out your role in order to meet the needs of members. This will be reviewed regularly.

Job responsibilities

Key Accountabilities

- Support colleagues and when appropriate be responsible for supporting Crisis Skylight members to end their homelessness for good, where those members will be at different levels of engagement with the service and will require an individual and tailored set of support.
- Liaise with internal colleagues on learning quality assurance systems for case management framework and learning
- Fulfil Crisis learning quality systems, processes and ensure procedures are followed appropriately
- Liaise as required with relevant staff as part of the internal quality assurance (IQA) process
- Fulfil accreditation, QEL and non-accredited learning requirements and administer and assess learning
- Source and maintain accredited and non-accredited procedures and associated paperwork

Learning support

- Informed by the member's Progression and Learning Plan, to plan, design and deliver suitable and high-quality learning materials for accredited and non-accredited learning.
- Work on a group and 1-1 basis with a manageable caseload agreed with Operations Manager.
- Work closely with members and support the development needed to be able to independently move forward and progress in their lives.
- Prepare and use suitable and good quality learning materials
- Prepare schemes of work and lesson plans in accordance with standard practice





- You are required to establish and maintain standards of conduct with and for members
- Adhere to departmental policies when dealing with aggressive or challenging behaviour

With members for whom you are the lead worker:

- Work within the Case Management Framework including:
 - Undertake initial Outcome Star assessments, identifying areas in which members think they need support, and where this will come from.
 - Develop linked Progression & Learning Plans with members
 - Review both outcome stars and Progression and Learning Plans periodically.
 - Refer members as required to Crisis or other support and check that support services are accessed
 - Ask (and record) members about their housing status initially and check periodically, recording any changes when informed by members.
 - Record all plans, reviews, progress and updates on the Member Achievement and Progress System (MAPS)
 - Support the smooth hand over of members to an alternative lead worker if, and when, appropriate
 - Carry out duties that may reasonably be required in the light of the main purpose of the job

Contribution to the team and organisation

- Develop and share teaching and learning materials with the team
- Participate in professional development activities, team meetings and reflective practice when possible.
- Promote well-being and development of the organisation internally and externally
- Support and manage volunteers as required within the classes





- Participate in the continual improvement of resources, learning environments and delivery of effective teaching methods and styles
- Ensure that any safeguarding concerns are identified and reported in line with Crisis procedures

General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Deliver services that are person-centred, sensitive and responsive to the diverse needs of Crisis Members
- Work effectively with emotional and relational issues, utilising support from Psychology, Management and Learning & Development to do so (e.g. supervision, training, reflective practice).
- Work reflectively, developing an awareness of your own and others' relational styles and responses, and any judgements, biases or assumptions that may impact upon your work.
- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets



- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix
- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).
- Carry out any other duties reasonably associated with your role

Person Specification

Essential

1. Understands the needs, issues and sensitivities of supporting people facing homelessness and other forms of social exclusion and develop practical solutions to address them
2. Holds a professional qualification demonstrating competency in their experience or specialism.
3. Understanding of the impacts of homelessness on individuals' wider lives, including their learning, and ability to undertake regular reviews of members' housing status to ensure timely referrals are made to support to help individuals end their homelessness.
4. Experience of delivering learning from basic to advanced levels, including the preparation and planning of assessments, individual learning plans and qualifications
5. An understanding of psychologically informed approaches when working with people who have experienced complex trauma and marginalised individuals
6. Knowledge and experience of providing IAG.
7. Ability to enhance learner's progression toward their wider goals by agreeing and reviewing objectives, using individual progression and learning plans and the Outcome Star





8. Ability to develop teaching and learning materials and the tracking and monitoring of an individual's progress
9. A capacity to work on your own and as part of a team with a willingness to reflect upon and develop one's own practice
10. Able to communicate effectively with individuals and groups using a variety of media
11. Able to establish effective interpersonal relationships with a range of people
12. Ability to keep clear, timely, accurate case management records using the MAPS case management system, sharing information as and when appropriate
13. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
14. Commitment to Crisis' purpose and values
15. Commitment to equality, diversity and inclusion

