

JOB DESCRIPTION & UNIVERSITY CENTRE**WILTSHIRE COLLEGE**

Job Title	Engagement Coach
Salary	Professional Services Grade 4
Contract	Term time only, plus 4 weeks contract (i.e. 40 working weeks per annum)
Reports to	Inclusion and Support Manager

Job Purpose

Support Curriculum Teams with engagement and retention of students on level 1 and 2 programmes through specific intervention on a 1:1 as needed.

Liaise with curriculum and business support colleagues to ensure students are supported in engaging with their curriculum.

Liaise with MIS/ exams team regarding timetables and examinations for students.

Support teaching staff and students in understanding individual communication needs, expectations and techniques & strategies to enable positive interactions.

Main Duties and Responsibilities

1. Under the guidance of the campus Inclusion & Support Manager Engagement Coaches will enable and facilitate effective and efficient personalised interventions for students struggling to attend their study programme.
2. Under the guidance of the campus Inclusion & Support Manager Engagement Coaches will develop interventions, strategies and action plans that will enable young people to overcome barriers to engagement and achievement and achieve successful academic outcomes and ensure progression within the college community.
3. Use positive approaches and other techniques as appropriate to ensure that students with behaviour that challenges can continue to safely access and benefit from their programme.
4. Ensure that all students are treated with respect, dignity and equality.
5. Work with the Inclusion & Support Managers to identify appropriate, time bound and cost-effective interventions and activities that will enable a student to achieve their goals and aspirations.

6. Monitor and review the progress of students and actively participate in review processes.
7. Report any concerns regarding the health, wellbeing safety or safeguarding of a student to designated safeguarding officer.
8. Promote the health and safety of the people that we support in line with College Policy.

Main Tasks

1. Communicate with families, curriculum and external providers regarding arranged support and address any non-engagement immediately. If disengagement persists, discuss and agree actions with the curriculum team and campus Inclusion & Support Manager.
2. Set, monitor and review targets with individual students to enable achievement of their study programme requirements.
3. Attend and contribute to team meetings either in person or virtually.
4. Follow all college policies and procedures.
5. Maintain confidentiality of information and work in line with College Policy and Governing Legislation.
6. Ensure accurate and comprehensive records are maintained for all students.
7. Facilitate small group or 1:1 maths and English workshops for learners who are undertaking maths and English qualifications and have barriers to achievement. Liaise curriculum colleagues regarding set work.
8. Report on each student showing progress against targets, successes and difficulties and impact of work and submit to the Inclusion & Support Manager by agreed deadlines.
9. Where appropriate contribute to the non-statutory review processes within specified deadlines.
10. Address disengagement early and report persistent disengagement to the curriculum team and Inclusion and Support Manager immediately and contribute to action planning around re-engaging students.
11. Raise any concerns regarding the quality or content of internal and external provision to the campus Inclusion and Support Manager immediately.
12. Following college policy and procedure, liaise with the Work Experience Coordinator to support students in securing and attending work experience, work placements and development of employability skills.
13. To undertake regular reviews of study programmes, timetables and provision with the curriculum team and, under the guidance of the campus Inclusion & Support Manager in consultation with the curriculum team, implement changes that will enable learners to achieve set targets.

14. Undertake all relevant training provided or supported by the college for the role, including but not limited to:
- De-escalation
 - Lone Working
 - Manual Handling/ personal care (if appropriate)
 - Travel training/ transporting students safely
 - Job Coaching
 - Safeguarding.

General

1. To undertake any further training as identified in the college review procedures.
2. To participate fully in college Quality Procedures.
3. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
4. To comply with and promote college Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others.
5. To understand, comply with and promote the college's Safeguarding policy and procedures.
6. To understand, comply with and promote the college's Diversity policies and procedures.
7. To engage in continuous professional development.
8. To undertake such other reasonable duties as may be required from time to time and review this Job Description at least annually through the college PDR scheme.

PERSON SPECIFICATION (E = Essential D = Desirable)

Method of Assessment	Essential or Desirable	Application Form	Interview
The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.			
Qualifications			
Hold Literacy and Numeracy qualifications to level 2 (GCSE A-C)	E	X	X
Hold or be willing to work towards a relevant Level 3 or equivalent qualification	E	X	X
Hold a teaching, caring or coaching qualification	D	X	X
Commitment to and evidence of CPD	E		X
Experience			
Have experience of supporting individual to meet agreed outcomes, objectives and milestone	E	X	X
Provide evidence of successfully working as part of a team and openly exchanging information and support colleagues	E		X

Experience of using mediation skills	D		X
Experience of supporting young people and adults with profound and moderate learning difficulties	E		X
Knowledge of the education and qualification system	D		X
Experience of individual and group work support and lone working	E		X
A good understanding of LSIDS needs and strategies for supporting students	E	X	X
A good track record of effectively assisting young people or adults overcoming barriers to engagement, including working with them in the community	D		X
Experience of supporting wheelchair users	D		X
Experience of supporting an individual with their personal care	D		X
Skills & Attributes			
Demonstrate effective organisational skills, accurate record keeping and maintaining confidentiality of information in line with College policy as GDPR.	E	X	X
Be able to demonstrate an understanding and practical application of the importance of quality at work	E	X	X
Behaviour management skills	D	X	X
Competence in using IT	E	X	X
Understanding of 0-25 SEND legislation and Code of Practice	D	X	X
Personal qualities, communications & relating to others			
Have experience of working in a flexible and positive manner, being adaptable to changing work patterns	E	X	X
Ability to work alone and be self-motivated	E	X	X
Ability to manage a substantial workload and prioritise effectively	E		
Be able to demonstrate effective written and verbal communication skills	E		X
Self-motivated and a positive thinker	E		X
Able to work sensitively and flexibly to support learners with complex needs	E		X
Able to develop and maintain good working relationships with learners, colleagues, managers and parents	E		X
Good interpersonal skills, including the ability to listen, inform and empathise with learners	E		X
Further Requirements			
Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity	E		X
Have an up to date clean driving licence and appropriate business insurance.	D		X
Be willing to travel requiring business needs around Wiltshire	E		X
An understanding of safeguarding and a commitment to creating a safe learning environment	E		X

POST DETAILS

1. This is a 37 hour per week terms time plus 4-weeks (40 weeks per year) post. The 4 weeks outside of term time will be used to support college activity including; transition events, college wide enrolment and interview events, open events and other activities as directed by the campus LDS Manager
2. This role involves regular travel throughout the county. In order to meet the business need you may at times be required to work at other campuses / external locations. Your travel expenses will be covered from your home campus to the designated locations.

In addition to the candidate's ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children.

Notes:

This job description outlines the main duties and key performance outcomes of the role. It is not exhaustive and may be varied by the college following consultation with the post holder. The job description, duties and key performance outcomes must be reviewed annually with the line manager and amendments approved by a member of the Senior Leadership Team.