

Department – Health and Social Care Training

Date Created:	15 th August 2012	Review Date:	August 2013
Created By:	Mandy Connick	Date Authorised:	20 th August 2012
Job Title:	Compliance Officer	Salary Range:	£13,000 – £20,000
Reporting to:	Development Manager	Position:	Permanent
Closing Date:	28 th September 2012	Start Date:	8 th October 2012

Scope of Role:

A challenging role identifying learning and assessment needs, co-ordinating, planning and delivering high quality vocational training and coaching to support assessors and learners meet timely achievement. The role requires a co-ordinating and collaborative role working with other vocational tutor/assessors to ensure that all learners experiences involve an active and productive learning experience. Conducting marketing, signups, diagnostic, inductions and formal reviews with learners and employers to support and encourage timely achievement, reporting all concerns and problems with tutor/assessors and Development Manager as and when they arise. Creating and developing development opportunities as and when they arise in liaison with development Manager.

Hours: 40 hours per week Location: North West

Days: Monday – Friday

Weekend and evening work, Occasional

Conditions of service: 20 holidays per annum

Bank holidays

Expenses, Mileage paid at 0.25 pence per mile (to and from office not claimable), tunnel fare where appropriate

3 months' probation period

Subject to Enhanced CRB

Flexible working hours (where authorised)

Development Opportunities

Achievement Rewards (bonus payments – new starts / timely achievement / Delivery Targets) Paid on achievement of full Apprenticeship framework within 9 months of expected completion date (based on focused reviews and guided support)

This forms a guide to the main duties of the post. It will be regularly reviewed by the line manager to meet operational needs and may be amended / added to.

Overarching Duties;

The post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Dianthas Ltd is subject and:

- with full regard to the safeguarding, confidentiality, equality and diversity, bullying and harassment and health, safety and wellbeing requirements
- in the spirit of the vision and mission and strategic objectives
- to achieve individual objectives assigned through the periodic planning and performance appraisal processes
- actively participate in both company and professional development and opportunities
- within approved expenses policy
- subject to policies and procedures

Duties and Responsibilities

Teaching and Learning

- To carry out effective and appropriate:
 - Initial Advice and Guidance to ensure learners are fully informed of courses on offer
 - Induction to ensure learners are familiar with the process of learning for whichever programme/s they opt to engage with
 - Initial literacy and numeracy assessment to ensure learners are appropriately assessed and offered relevant learning opportunities or signposting if relevant
 - Completing Health and safety reviews of new placements and monitoring compliance
 - Developing and maintaining an up to date database (tracker) of

learner progress to ensure employers are kept up to date whilst maintaining confidentiality of learners

- Carrying out a one to one session with the learner to establish individual learning plan
- plans as necessary to meet learner and employer needs
- Providing learners with supported learning, coaching and assessing with feedback that motivates, challenges and supports them to improve
- Supporting company in developing stimulating vocational learning opportunities that meets awarding body criteria and learners needs
- Planning and carrying out effective reviews which identify learner progress and enable effective planning to succeed, referring to relevant personnel where additional needs are identified
- Working collaboratively with other vocational trainers/assessors within the learning and assessment process in a way which learners find interesting and relevant to their vocational programme
- Actively promote the ethos of Safeguarding, Equality and Diversity, Bullying and Harassment and Health, Safety and Wellbeing throughout the learning journey
- Updating and recording of appropriate sector CPD by undertaking regular staff development and appropriate learning activities

Target Setting and Monitoring

- To agree programme delivery targets with your line manager following all the requirements
- To achieve the following:
 - regular contact with learners
 - provision of accurate information on progress and achievement
 - timely completion, from review meetings
 - positive feedback from learners and employers
 - positive results from quality sampling
- Accurate completion of:
 - ILR and eligibility documents
 - Review documentation, inclusive of health and safety, safeguarding
 - skill scan
 - ILP
 - supported learning documentation
 - tracking documentation
 - registration and certification documentation

Quality

- To ensure that your work and all programme decisions meet the requirements for delivery and therefore internal and external quality
- Participating in both internal and external quality sampling
- Upholding your role in the appeals and complaints procedures on behalf of the learner
- To participate in standardisation meetings for your sector

Company Development

- To undergo any required training to support CPD requirements
- To participate in the SAR cycle
- To contribute to the Company strategic planning processes, including target-setting, and to the monitoring and reporting of outcomes and development opportunities
- To collate examples of best practice from all areas and all aspects of delivery for inclusion at quality meetings

Administration

- To maintain up-to-date and accurate learner files and records such as assessor contact logs.
- To provide, as requested, information about learners and their performance
- To participate in the production of course promotion literature and course materials when required
- To complete all documentation to the required standard

General

- To ensure best value and performance in all activities undertaken
- To attend all relevant meetings when requested
- To attend all awarding body training and support sessions as requested
- To participate in Company events such as open days and other activities concerned with the marketing and promotion
- To adhere to company policies and contribute to policy making when appropriate
- To promote a positive image of the Company
- To liaise with external bodies as appropriate including customer organisations
- To conduct marketing of company services to ensure continued success and learner targets
- To assist in completing CRB checks on new staff and volunteers
- To liaise with Development Manager to develop services and opportunities
- To conduct research into areas of development to assist in progression and bid applications

Training

- The post holder will be provided with reasonable training as required to complete the duties of the post
- Willing to develop skills and opportunities

Statement Of Purpose

To Assist Care Workers To Care

Personal Specification

		Skills		Assessed by	
		E	D	A	I
Qualifications / Education / Training	<ul style="list-style-type: none"> • English • Math • ICT • Health and Social Care or Management qualifications 	✓ ✓ ✓	✓	✓ ✓	✓ ✓ ✓
Experience	<ul style="list-style-type: none"> • Working within a community setting • Health and Social Care services • Activity development and engagement • Conducting initial assessments and formal reviews • Research and service development • Independent working • Team work • Managing administrative tasks • Managing a team • Developing Services 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓	✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Knowledge of;	<ul style="list-style-type: none"> • Health and Social care services • Community services • Supportive activities • Microsoft excel • Communicating information to others • Health and Safety • Data Protection • Safeguarding • CRB application 	✓	✓ ✓ ✓ ✓ ✓	✓	✓ ✓ ✓ ✓ ✓ ✓ ✓
Skills & Competence	<ul style="list-style-type: none"> • Time Management • Building relationships • Communicating with a variety of individuals • Organisational skills • Team Working • Problem solving 	✓ ✓	✓ ✓ ✓ ✓	✓ ✓	✓ ✓ ✓
Personal Attributes	<ul style="list-style-type: none"> • Professional approach • Adaptability • Desire to make things better for people who require care services • Understanding differing needs of people who require Care Services • Flexibility • Empathy 	✓ ✓ ✓ ✓ ✓	✓ ✓	✓ ✓	✓ ✓ ✓ ✓
Essential Other	<ul style="list-style-type: none"> • Diving licence • Own vehicle 	✓ ✓		✓ ✓	

Key	Assessed by
E = Essential Skills Are a requirement for this post	A = application Form Will be assessed during the selection process
D = Desirable Are only desirable as skills will be developed through the post	I = Interview Will be assessed during the interview during questioning