

Job Description and Person Specification

Role: Personalised Learning Monitoring and Outreach Officer (Targeted Pathway)



Job Description

Job Title	Personalised Learning Monitoring and Outreach Officer (Targeted Pathway)
Grade	5
Service	Education and Learning Services, Inclusion, SEN and Participation (Coventry Alternative Provision)
Reports to	Quality Monitoring and Pastoral Officer
Location	One Friargate
Job Evaluation Code	TBC



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Coventry Alternative Provision (CAP) is a well-established service formerly known as **Work Related Learning**, which practices within Coventry Local Authority. The service is responsible for ensuring that a high-quality, diverse offer of Alternative Provision is made accessible to Coventry schools/academies. We support schools/academies to secure successful placements for students while quality-assuring all provisions against a rigorous quality framework.

Coventry Alternative Provision (CAP) works with schools/academies to help them develop a full understanding of what Alternative Provision has to offer and how our high-quality practices are embedded into Coventry Alternative Provision (CAP) delivery.

Coventry Alternative Provision (CAP) highly recommends schools/academies to use our service when accessing Alternative Provision for students, as we have a well-established framework to ensure training providers are working in line with local and national guidance. Our service does not take responsibility or accountability for any Alternative Provisions that are secured directly by schools/academies outside of our framework.

Purpose of the role

1. Supporting students accessing Coventry Alternative Provision (CAP) to successfully engage and complete their targeted programme, enabling them to achieve positive outcomes such as in personal and character development, improving life skills, awards and/or positive destinations.
2. To develop positive relationships and act as a main point of contact between schools, training providers, students, and parents/carers to uphold high levels of communication regarding CAP Targeted Provisions.
3. To provide ongoing advice and support to training providers and schools to support positive outcomes for students.
4. Oversee and monitor the delivery of Targeted Programmes in line with the framework and against the Specification (KPIs).

Main Duties & Key Accountabilities

1. Establish and maintain professional and positive relationships with the students, schools, training providers and parents/carers.
2. Support schools and training providers to understand their roles within CAP and specifically within the Targeted Programmes.

3. Act as key contact and lead on communication with schools and training providers throughout the duration of courses.
4. To oversee all Targeted Programmes, including assessment stages and development of support plans.
5. Gain a thorough knowledge of individual students through referral documentation, panel feedback, discussions with school and provider staff, personal observation, use of 'My support plan' and student feedback sessions.
6. Build positive relationships with students to promote and encourage them to have positive and active participation in their education.
7. Support students throughout the initial training provider interview and induction as requested by Schools or CAP Operations Lead.
8. Act as an advocate for student when required.
9. Manage a case load of students.
10. Ensure providers are completing Student Impact Reviews for each student (utilising CAPs identified software tool/s) in line with the required specification of each Targeted Programme and check the quality assure prior to this being shared with schools.
11. Identify students who have not started provision within identified periods and liaise with the referring school to establish a plan to support engagement.
12. Arrange and lead Student Review Meetings with schools, training providers and parents/carers and complete any relevant paperwork.
13. Collaborating with providers, parents/carers, school, and the student, monitor information contributing to the development of a 'My support plan' for the student, at intervals throughout the duration of the course.
14. Ensure that all recommendations of support are outlined to schools at the end of the provision.
15. When required, lead and chair meetings with students, schools, and parents/carers to discuss attendance, behaviour and/or engagement and as required represent CAP at external meetings in relation to students.
16. Undertake home visits and parental/carers telephone contact where required and in line with CCC guidance.
17. Monitor and review attendance, identifying temporary withdrawals and those who are falling below attendance threshold, communicating this to schools and CAP admin.

18. Monitor the student induction process and ensure that training providers are supported by schools throughout this process and that they receive all relevant information prior to a course commencing.
19. Monitor and report to CAP Quality Monitoring Officer on training provider performance in line with specification.
20. Maintain student records ensuring all CAP support is documented as a detailed report with evidence of the support received.
21. Coordinate and attend all review meetings through the duration of Targeted courses.
22. Monitor the management information system (MIS) to ensure Training Providers are maintaining up to date information for each student including, placement, attendance, and progress.
23. Liaise with admin on the monitoring of registers for student accessing Targeted programmes, via the management information system, ensuring any overdue registers are challenged with training providers.
24. Ensure training providers produce a student Risk Assessment (site/activity specific), if requested by panel, prior to the student beginning their placement.
25. Give advice and guidance to training providers and schools on CAP policies & procedures.
26. Quality review student exit reports (to be included as part of My Support Plan) produced by Providers during Targeted programme and ensure the report is high quality and gives an accurate overview including SPAG, progress updates, strategies and advisories.
27. Review existing provision for Targeted programmes, identifying gaps and advising the CAP Operations Lead of additional demands from Schools.
28. Seek new training providers who have the potential to offer provisions within the CAP framework and specifically those offering a Targeted Programme.
29. Advise on Targeted programme specification to Training Providers when required.
30. Support CAP Quality Monitoring Officer to develop and monitor an Information Advice and Guidance (IAG) programme that can be utilised by training providers to offer guidance to students.
31. Implement the service attendance policy by leading on communication with schools regarding any attendance concerns and ensuring adequate plans are put in place to support students to return to provision.

32. Attend regular management meetings with the CAP SLT and other planning and review meetings as required.
33. Deliver opportunities to enhance student experience under the lead of CAP Quality Monitoring Officer, this will include enrichment activities, educational visits and holiday sessions when required.
34. Act as a Deputy Designated Safeguarding Lead for CAP.
35. Attend ongoing training and support sessions within the scope of the post as required.
36. Develop and contribute to training programmes developed by the CAP Team.
37. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Training Providers and Schools	Internal Educational Services (Virtual School, SEND and Attendance and Inclusion)
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: Quality Monitoring and Pastoral Officer
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Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Understanding of 9-19 CAP Offer 	
<ul style="list-style-type: none"> • Awareness of statutory procedures around safeguarding and child protection. 	
<ul style="list-style-type: none"> • Awareness of KCSIE 	
Skills and Abilities	
<ul style="list-style-type: none"> • Good interpersonal skills 	
<ul style="list-style-type: none"> • Good organisational and administrative skills 	
<ul style="list-style-type: none"> • Competence in the use of IT and databases 	
<ul style="list-style-type: none"> • Excellent communications skills, with students, parents/carers and colleagues from the wider collaboration 	
<ul style="list-style-type: none"> • Able to communicate well with people on both a group and individual basis 	
<ul style="list-style-type: none"> • Sound written communication skills. 	
<ul style="list-style-type: none"> • Able to meet the requirements of the Child Protection/safeguarding Procedures. 	
<ul style="list-style-type: none"> • Able to motivate self and others. 	
<ul style="list-style-type: none"> • Flexible and responsible to the needs of individual students and colleagues 	
<ul style="list-style-type: none"> • Patience, determination and tact with students, parents/carers, and colleagues 	
<ul style="list-style-type: none"> • Excellent Literacy and numeracy skills 	
Experience	
<ul style="list-style-type: none"> • Working with young people aged 9-19 years. 	
<ul style="list-style-type: none"> • Successful experience of working in related fields e.g. Education/ youth work 	
<ul style="list-style-type: none"> • Experience of supporting young people who may experience barriers to learning. 	

Qualifications
<ul style="list-style-type: none"> • 5 A – C GCSE or equivalent
<ul style="list-style-type: none"> • Qualification in IAG minimum Level 4.
<ul style="list-style-type: none"> • Trained Designated Safeguarding Lead
Special Requirements
<ul style="list-style-type: none"> • This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). • Must be willing to work in a multi-cultural environment. • Must be willing to undertake training and attend relevant courses. • Must be flexible. • Must be committed to personal and professional development. • Must be committed to equal opportunities. • Car Driver desirable

Date Created	25 th August 2023	Date Reviewed	13 th November 2023
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