Job Description: Tutor/Supervisor

# Main duties and responsibilities

## Training

* Deliver all Helper/Supporter course sessions to time, and as agreed by line manager.
* Monitor, assess and give constructive feedback on trainees’ progress as evidenced by completion of their Open College Network Learner Assessment Log or course assignments. Highlighting any concerns about trainees’ progress to your line manager.
* Facilitate and record mandatory training, e.g. safeguarding, information governance, hand hygiene as required.
* Liaise with local partners and community venues to organise training courses and group supervision sessions and identify and book appropriate venues/facilities.
* Ensure the prompt completion of all required steps throughout the Helpers course to enable trainees to be registered as volunteers upon completion of the training course (e.g. references, DBS checks, OCN registration and liaising with Lead Internal Moderation Officer.)
* Take part in benchmarking activities to establish standards for assessing.
* Help to recruit trainees for BfN courses in line with BfN’s Equality and Diversity Policy.

## Supervision

* Liaise with local contact to organise group supervision sessions and identify and book appropriate venues/facilities.
* Ensure that supervision sessions are arranged and advertised at least 3 months in advance and delivered monthly as timetabled, usually lasting for 2 hours and with a minimum of 4 sessions in each 6 month period.
* Record volunteers’ attendance for registration purposes and support the re-registration process, including notifying central BfN of which volunteers are to be re-registered.
* Liaise with volunteers, encourage attendance and provide text/email support between sessions.
* Engage volunteers to support active volunteering in the commissioned area and for further training within the BfN.
* Communicate BfN news, centrally and locally, and relevant maternity and breastfeeding updates.
* Understand relevant local policies and procedures and explain how these relate to the volunteers’ role in the community.
* Share organisational issues or operational issues which can be fed back to central BfN.
* Facilitate and record mandatory training, e.g. safeguarding, information governance, hand hygiene.

## Main role

* During supervision facilitate volunteers to develop their non-direct, hands-off skills when working with families.
* Demonstrate how the Code of Conduct is relevant to situations brought to supervision.
* Facilitate supervisees to develop their empathic, listening and non-judgemental skills by reflecting on their practice.
* Offer supervisees opportunities to develop new skills through ongoing learning within BfN and other opportunities when available.

## Planning, Organising and communication

* Ensure compliance with BfN policies on Equality and Diversity, Malpractice and Maladministration, Health and Safety, Risk Management, the Code of Conduct, Data Protection and Information Governance.
* Ensure training and supervision complies with Baby Friendly Accreditation standards and is based on NICE guidance for peer support.
* Provide regular reports on the project to the Coordinator/Programme Manager.

## Analysis and Data Management

* Be accountable for overall monitoring and evaluation of training programme
* Assess the effectiveness of the training.

## Equality and Diversity

* Ensure that the trainees and supervisees understand the BfN Equality and Diversity Policy.
* Ensure that training and personal practice supports equality and values diversity.

## Health, safety and conduct

* Follow standard Health and Safety guidelines.
* Ensure activities take Health and Safety guidelines into consideration.
* Undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation, including:
	1. Undertaking risk assessments in line with the BfN risk assessment process for venue chosen for sessions, remembering the trainees may be different to the existing users of the building (particularly as trainees may have younger children).
	2. Reporting all incidents, near misses and hazards in line with the BfN significant event reporting system.
	3. Undertaking a statutory duty of care for your own personal safety and that of others.
	4. Attending statutory health and safety training.
	5. Attending all mandatory and any other health and safety training as required and ensure paid helpers and volunteers meet these requirements.
* Adhere to BfN Safeguarding Policies.

Person Specification: Tutor/Supervisor

**Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.**

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** |
| **Qualifications** |
| Qualified BfN Tutor | ✓ |  |
| Qualified BfN Supervisor | ✓ |  |
| Continued registration as BfN Tutor and/or Supervisor, attending supervision and study days as required.  | ✓ |  |
| **Experience and Knowledge** |
| Experience of working with diverse ethnic and social groups | ✓ |  |
| Knowledge of importance and application of the BfN Code of Conduct | ✓ |  |
| Knowledge of the BfN Equality and Diversity Policy | ✓ |  |
| Experience of report writing | ✓ |  |
| Experience of providing clear and constructive feedback | ✓ |  |
| **Skills and abilities** |
| Ability to write clearly and concisely in English | ✓ |  |
| Ability to organise and manage a variable workload independently | ✓ |  |
| Ability to work effectively within a partnership and as part of the wider BfN team | ✓ |  |
| Ability to collaborate constructively and diplomatically in order to maintain quality and improve course standards | ✓ |  |
| Ability to select the most appropriate method of communication (i.e. telephone or email) to convey complex or difficult messages | ✓ |  |
| Ability to work with people from different cultures sensitively | ✓ |  |
| Ability to maintain defined standards of confidentiality with regard to trainees and tutors | ✓ |  |
| IT skills including Microsoft Word and Excel to intermediate standard, email and internet. | ✓ |  |
| Ability to attend closely to detail when assessing work, keeping records and writing reports | ✓ |  |
| Awareness and commitment to equal opportunities | ✓ |  |