

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Social Care Provider Learning and Development Support Officer	JEID	N0017
Salary Grade:	Grade K		
Team:	All Age Specialist Provision		
Service Area:	People Strategy and Commissioning		
Primary Location:	Saltisford		
Political Restriction	This position is not politically restricted.		
Responsible to:	Commissioned Social Care Provider Learning Development Team Leader		
Responsible for:	No direct line management responsibilities		

Role Purpose

An external learning and development support officer, who works collaboratively with the commissioned social care provider market to understand operational roles, collate learning needs and support the provider to procure the relevant learning intervention.

Aligning activity to workforce demographics and skill requirements to ensure there will be a capable, confident, competent and agile workforce, able to meet the demands of ever changing service delivery.

This will include developing the capacity of the provider leaders and managers to undertake their own analysis of their corporate learning and development needs, procure high quality learning and sustainably embed the learning so it impacts on practice.

To able to deliver relevant training to Social Care provider services.

Role Responsibilities

1. Responsible for contributing towards a Workforce Development Plan and Strategy that integrates the range of learning and development plans for commissioned social care providers.

2. To explore and maximise the benefits of partnership working and joint commissioning with key agencies, for the purposes of improved efficiency and effectiveness for example sharing learning provision between providers.
3. Responsible for promoting a professional model of learning and development by working collaboratively with commissioned social care providers, within a governance framework. This will include providing; specialist/professional advice, supporting colleagues to collate and understand learning needs, via learning needs analysis, in order to enable the development of informed and robust learning and development plans.
4. To manage and monitor the outcomes of projects, initiatives and portfolio activities to ensure that organisational, business unit, team and individual objectives are achieved in conjunction with national drivers, professional registration requirements and performance indicators.
5. To contribute to the development and maintenance of career pathway frameworks within commissioned social care providers.
6. Responsible for gathering, collating and presenting relevant workforce data for the purposes of supporting services to create accurate workforce plans, reports and statistics
7. Responsible for ensuring learning and development plans are prioritised to meet the needs of the business, whilst maximising available resources
8. Responsible for ensuring that all learning and development interventions are quality assured and have measurable outcomes to enable effective evaluation and analysis of return on investment, mapped to appropriate national occupational standards to ensure staff develop the skills required to improve service delivery
9. Responsible for supporting commissioned social care providers with the commissioning and procurement of effective and timely training and development interventions, using a range of learning methodologies and effectively utilising internal and external expertise and resources to meet the needs of the workforce and business.
10. Responsible for internal and external team communications, promotion of, and access to the learning and development offerings, utilising our own and partner communication channels
11. Ability to encourage and motivate individuals to strive for improved performance and enhanced development of job related skills, by advising staff of career pathways and continuing professional development.
12. Works closely with managers and learners to support them to achieve required standards of practice and improve business quality.
13. Keeps abreast of National and Local Developments in social care delivery to inform Local Policy and Learning and Development Practice.
14. Postholders will have delegated responsibility for the management of commissioned social care provider learning and development bursary scheme and will follow financial procedures.
15. Post holders will be accountable for carrying out all duties and responsibilities with due regard to the County Council's Equal Opportunities Policy.
16. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

17. To be able to deliver training to services as required.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Analytical Thinking - Ability to demonstrate competency and previous experience in the collation, analysis, interpretation and presentation of data. Ability to evidence detailed knowledge of software applications to facilitate analysis and use of management information. Ability to use of information and intelligence to produce high quality performance reports. Experience of providing relevant management information to key stakeholders.	A, I, T
Communication - A high level of interpersonal and communicative skills with the ability to present information in a way, which meets the needs of diverse audiences and work collaboratively with colleagues at all levels. Ability to communicate fluently in writing and verbally using digital tools and presentations to get message understood with a wide range of people.	A, I, T
IT - Detailed knowledge of a wide range of IT packages including Microsoft Desktop Office software, web based content management systems; e-learning software. Significant experience of working in an agile (mobile) environment. Advanced knowledge; understanding and development in remote working tools and technologies (laptops, tablets, remote connections, etc).	A, I
Strategic Thinking - Experience of commissioning and working within contract and procurement procedures and protocols and adhering to Contract Standing Orders. Ability to make effective contributions to policy and continuous improvements in practice. Ability to understand and contribute towards the WCC Business Planning Framework and the Performance Management Framework. Experience of strategic workforce planning with the ability to advise managers, partners and individuals on learning and development issues. Ability to think strategically, applying this knowledge when developing learning and development solutions	A, I
Subject Knowledge / Experience - Wide range and experience of learning needs analysis and the planning, designing, delivering and evaluating learning and organisational development solutions. Understanding of learning methodologies, (including digital applications, blended learning etc) and where best utilised to meet the learning needs of the workforce. In depth knowledge of Social Work practice	A, I, T
Managing Relationships - Experience of collaborative/partnership working. Experience of networking; building; developing and maintaining effective working	A, I

relationships with a diverse range of people. Works collaboratively with others to solve problems.	
Influencing & Persuading - Ability to consult, negotiate, influence and encourage participation from colleagues, partners and customers. Negotiates the best and fair deals within set parameters by using suitable styles of persuasion	A, I
Flexibility - Positive attitude and willingness to work flexibly within a changing environment. Understands the need to adapt and work effectively with a variety of situations, individuals or groups who are located throughout the county. Willingness to adapt to the context in which you are working.	A, I
Planning and Organising - Proven ability to work in a logical and methodical manner; working to strict deadlines in accordance with Service Level Agreements and Projects. Ability to prioritise own workload managing own time well to meet competing demands. The ability to work under a very high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.	A, I
Understanding Diversity - A commitment to equal opportunities and anti-discriminatory policies in both service provision and human resources. Understands and appreciates the uniqueness of self and others. Understands diversity in its widest sense. Takes a balanced approach to discussing and taking action on diversity issues	A, I
Resilience - Demonstrates motivation, emotional resilience and reliability. Sustains performance and remains calm and in control when under pressure or in difficult situations. Is self-motivated and enthusiastic and works with the minimum of guidance and supervision.	A, I
Financial Management Experience - Experience of monitoring and managing a budget on a day to day basis.	A, I
A directly relevant degree/professional qualification, which supports a thorough understanding of Social Care and Support Learning & Development Requirements.	A, I, D
Mobility essential. Able-bodied applicants must be able to drive, have a driving licence and be a car owner. Disabled applicants should be able to perform the job, with aid where necessary.	A, I, D
Imagination / Creative Thinking - Contributes creative ideas and helps translate them into practical plans. Creates new formats and treatments of news events.	A, I
Problem Solving - Ability to simplify complex problems or projects into component parts, exploring and evaluating them systematically, and identifying and resolving problems. Assesses risk	A, I
Evidence that you have been double vaccinated for COVID -19	D

Desirable Criteria

Assessed By:

Experience in working within social care; health; public health and communities and/or health within a statutory, private or voluntary agency. Have an associated understanding of social care service provision	A, I
Experience in involving social care customers/service users in the development and delivery of learning and development solutions	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse

<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	