

## Job Description

**Role Title:** Pastoral Support Officer

**Band:** 4

**Contract:** Fixed Term

**Responsible to:** Apprenticeship and Employability Manager

### Key working relationships:

#### Our Vision, Values and Behaviours

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust our vision is to be a national and international leader in healthcare, rooted in our communities. Our Organisational Strategy *More than a Hospital* (2022-2030) was shaped by the views of our staff, patients and stakeholders and sets a clear plan for improvements in healthcare.

We aim to deliver the best care for our communities, being exceptional in everything we do. We do this by providing proactive, joined up support for local people and we deliver specialised services for those with the most complex health conditions. We set out to create the best experiences for our staff and work positively in partnership with other organisations to achieve the best healthcare outcomes.

Our vision and purpose are underpinned by a clear set of values that reflect the culture we want to create: *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*. Developed by our staff, our seven values guide what we do daily. Whatever our role or level, we commit to uphold these values as we work together to deliver world class care.



#### Net Zero and Sustainability.

UHCW NHS Trust, by virtue of its Green Plan, is committed to ensuring that the way we provide services minimises the impact on the environment and the future health of the public e.g. zero waste to landfill, reducing our carbon footprint and increasing our recycling and reuse percentages.

#### Job Summary

To support the Apprenticeship and Employability Manager and Talent for Care leads with the delivery of the Apprenticeship and Employability agenda by contributing to the strategic and operational planning of the Health and Social Care Employability Academy.

To support with the implementation and coordination of employability programmes to people accessing the Health and Social Care Employability Academy

Specifically support employability activities for Care Leavers

To provide advice and guidance on local employability initiatives to identify and prevent any employment barriers.

## Main duties

As part of our commitment to patients and delivery of a world class service for all we have created the UHCW Improvement (UHCWi) System in partnership with the Virginia Mason Institute in Seattle; this involves a structured approach to removing waste and putting the patient first using a lean management system and methodologies. Our culture and ways of working reflect and embed the practices and methodologies of UHCWi. You are expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses is considered essential and a pre requisite for this post.

Act as the first point of contact for dealing with enquiries and provide guidance in relation to employability initiatives, as well as other widening access and participation activities. Take action as necessary and liaise with stakeholders and colleagues where required. Dealing with non routine queries, problem solving and developing alternative solutions related to these topics.

Provide career advice on how to 'get in', and 'get on' and 'get further' into the NHS and describe the variety of employability and career opportunities to potential participants and stakeholders.

Support events which inspire local talent to consider employment opportunities.

Facilitating employability cohorts, including developing and delivering training.

Work as a member of the Apprenticeship and Employability team supporting the disadvantaged people such as the long term unemployed, people with learning and physical disabilities, refugees and care leavers to access training and employment within the public, private, and community and voluntary sector.

Provide pastoral care for people accessing the Health and Social Care Employability Academy, participating in Employability initiatives such as work experience, Supported Internships, apprenticeships, traineeships, taster days, recruitment days, career conversations etc.

Assist in developing the Employability projects and any other Employability related projects, ensuring participants are supported along the correct pathway tailored to their individual needs.

Maintain both manual and electronic filing systems and databases, as required by the department and Trust policies, ensuring all documents are accurately and appropriately archived.

Produce short reports and present recommendations and possible solutions.

Support in maintaining partnerships with partner organisations i.e., Local School and Further Education Providers, and support creating an annual programme of opportunities to widen participation and access to employment. Support with 'taster' for people into the NHS through employability programmes.

Continuously review Standard Operating Procedures relating to their role and share as appropriate.

Ensure the Trust intranet is kept up to date for own area of work.

Make clear logical persuasive and considered arguments to a variety of audiences some of whom may be resistant to change

Required to manage difficult conversations.

Conduct post-learning evaluation to understand successes and improvement.

Collate information in preparation for an evaluation to be undertaken to establish the impact of the placement.

Assist the team to increase the number of internal employability placements as a recruitment tool for all staff vacancies.

## Key Result Areas and Performance

### Person Specification

**Job Title:** Pastoral Support Officer

#### Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Criteria	Essential Criteria	Desirable Level
<b>Qualification /Training</b>	<p>Level 3 Business Administration or a Level 3 Health Related qualification or equivalent experience</p> <p>Literacy and numeracy qualifications or GCSE pass grade A – C or 4 -9</p> <p>Evidence of continued professional development</p>	<p>ILM level 3 in Management and Leadership or Project management.</p> <p>Level 2 Advice and Guidance</p> <p>Level 3 Preparing to Teach in the Lifelong Learning sector or other training qualification</p>
<b>Experience</b>	<p>Experience of working in a customer facing role</p> <p>Experience of working within an administration role</p> <p>Experience of coordinating and facilitating meetings or events and providing training to groups of staff</p> <p>Experience of delivering training or public speaking</p> <p>Proven record of assisting with internal and external stakeholders, working across boundaries</p> <p>Experience of making clear, logical persuasive and considered arguments to a variety of audiences some of whom may be resistant to change</p> <p>Proven record of assisting in data analysis, report writing and presentation skills</p>	<p>Previous employment in NHS organisation</p> <p>Experience in a similar role</p>

<b>Knowledge</b>	<p>Knowledge of employability and work experience schemes</p> <p>Knowledge and understanding of current apprenticeships standards</p> <p>Thorough working knowledge of Microsoft Office packages, inc. Outlook, Word, Excel</p>	
<b>Skills &amp; Abilities</b>	<p>Ability to assist in persuading people of the advantages of the Apprenticeship programmes and form working relationships quickly.</p> <p>Professional, clear, and effective communication skills including ability to negotiate with others</p> <p>Project management skills e.g., planning, organising, reporting, and evaluating</p> <p>Ability to deliver a high quality training service, which covers a diverse range of subjects, to staff working primarily but not exclusively, with apprentices, work experience and employability candidates</p> <p>Time management skills to aid effective workload management</p> <p>Experience and full knowledge of employability, work experience programmes and local government schemes.</p> <p>Flexible and adaptable</p> <p>Innovative and creative</p> <p>Excellent organisational skills and able to prioritise workload</p> <p>Excellent presentation skills</p> <p>Able to use judgement and initiative to make sound decisions, provide information and support</p> <p>Work effectively and professionally as part of a team</p> <p>Able to travel to alternatives sites across Coventry and Warwickshire</p>	
<b>Commitment to Trust</b>	<ul style="list-style-type: none"> <li>• Must be able to demonstrate behaviours</li> </ul>	

<b>Values and Behaviours</b>	consistent with the Trust's values. (As detailed in UHCW's <i>Values in Action</i> document below)	
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## Contractual Responsibilities

- **Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other Health Services business.
- **Health and Safety:** All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.
- **Risk Management:** All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks they encounter in their area of work.
- **Equality and Diversity:** Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.
- **Infection Control and Prevention:** The Trust is committed to minimising risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.
- **Safeguarding Vulnerable Adults and Children:** The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.
- **Conflict of Interest:** The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the Trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.
- **Working Time Regulations:** The Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26 week period you should work no more than 1,248 hours. Employees may choose to opt out by providing written notification as appropriate.

**The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.**

## Our values in action

We live our values in action in our work with patients, visitors and colleagues.

- ✓ Being polite and introducing ourselves to everyone we meet.
- ✓ Treating everybody as individuals and respecting their needs.
- ✓ Being approachable, caring and helpful at all times.
- ✓ Communicating with patients, visitors and colleagues, respecting confidentiality and privacy.
- ✓ Taking the time to actively listen and understand individual needs.
- ✓ Being open and honest.
- ✓ Acknowledging that we don't always get it right.
- ✓ Speaking out when we see things aren't right and supporting others to do the same.

- ✓ Giving praise and saying thank you for a job well done.
- ✓ Celebrating and recognising personal, team and organisational achievements.
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services.
- ✓ Actively working with patients and visitors to improve services.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW.
- ✓ Taking personal responsibility for our own learning.
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues

