

#TRANSFORMINGLIVES

Recruitment Pack
Student Success
Coach (DSO)



Welcome and thank you for accessing this recruitment information pack.

Hartlepool College of Further Education is an exceptional college and we can trace our history back to 1849 – we are in our 175th year. In this time the College has built up a reputation as one of the country's leading providers of vocational and technical education and this has afforded us the opportunity to deliver our mission – Excellence in further and higher education to transform students' lives.

Staff are aware of the College's history and that is incumbent on us, as the current custodians of the College, to do all we can to ensure the foundations are laid for the next 175 years – and beyond.

Times are exciting for the College with opportunities for further growth and development. Currently, we have £7m of investment coming into the College from a wide variety of sources including two Town Deal projects with partner organisations.

We moved into our current premises in 2011 and sit in an environment, which high on aspiration and a source of civic pride, helps us drive the high expectations we have of all our students. High expectations and standards of behaviour are also expected of all staff as the College embraces a culture of improvement, growth and development.

The College's curriculum is closely linked to the strategic economic priorities of the Tees Valley Combined Authority and North East Local Enterprise Partnership. We are proud of the work we do and feedback from students and employers is both a source of satisfaction and growth potential.

Thank you once again for visiting this site and in this recruitment pack you will find information related to:

- **The job description and person specification.**
- **The College's approach to recruiting ex-offenders.**
- **Reasons to work at the College**
- **The College's mission, expectations and behaviours**



Darren Hankey,
Principal and Chief Executive,
Hartlepool College of Further Education



Job Description:

- Post Title:** Student Success Coach
- Reporting To:** Head of Student Support
- Salary:** Up to £27,839 per annum
- Hours:** Full time, 37 hours
- Holidays:** 29 days plus bank holidays

The Specific Nature of the Role

The role of the Student Success Coach is to support college learners to achieve successful progression. This will often focus on learners who face challenges in their education, including safeguarding, welfare, behaviour or other forms of hardship.

The Student Success Coach is a Designated Safeguarding Officer and, as such, is an integral part of the College's safeguarding team. The post holder will exercise professional judgement and challenge unsafe practice where safeguarding concerns are identified, in line with college procedures.

The Student Success Coach will address the needs of learners who require targeted welfare and safeguarding support to overcome barriers to learning. The role involves working with a range of learners, while giving priority to those with the highest level of need, particularly learners experiencing complex safeguarding and child protection concerns.

The role contributes to improved learner attendance, engagement, wellbeing and progression through targeted safeguarding and welfare intervention. The post holder will maintain accurate, timely and confidential case records in line with safeguarding, audit and data protection requirements.

Main Duties and Responsibilities

- Maintain a thorough understanding of safeguarding procedures and the challenges faced by learners, including those on apprenticeships.
- Work collaboratively with the DSL, DDSL and wider college team to remain up to date with safeguarding trends, legislation and associated guidance.
- Play an active role within the College's Safeguarding Team by supporting a caseload of students requiring safeguarding intervention, including apprentices and making timely referrals to external support agencies.
- Represent the College at Emergency Strategy Meetings, Multi-Agency Meetings, EPEP and EHCP reviews concerning students and their families.
- Attend CIOC Reviews, Child in Need Meetings and Child Protection Conferences and other service meetings on behalf of the College when required.

- Provide support to all students within a designated curriculum area, including improving attendance and behaviour.
- Work directly with Heads of School and Head of SEND to provide targeted support related to learner attendance, welfare and progression.
- Conduct welfare check ins and follow up meetings with learners and apprentices and undertake home visits where appropriate to address concerns.
- Meet with parents/guardians, carers and other stakeholders to discuss issues affecting learner safety, wellbeing or academic progress.
- Signpost students to appropriate services such as financial support, welfare provision, enrichment opportunities and careers guidance, ensuring they can access additional support.
- Provide direct support to young carers and apprentices, liaising with teaching staff and external agencies as needed.
- Provide direct support to learners and apprentices experiencing mental health difficulties, abuse, exploitation or other safeguarding related risks, ensuring early intervention.
- Work with academic staff and learners to support attendance, engagement, behaviour and progression to successful end destinations.
- Collaborate with colleagues to design an annual calendar of safeguarding, welfare and mental health events, working with the Welfare and Safeguarding Administrator to implement planned activity.
- Work with learners to build confidence, resilience, independence and readiness for progression into further learning, training or employment.
- In collaboration with the Welfare and Safeguarding Administrator, provide regular, up-to-date reports on activities relating to student progress to external professionals.
- Liaise with colleagues and external agencies (e.g. educational psychologists, youth offending teams, police, local authorities, medical professionals and social care) to ensure students can access suitable support beyond the College offer.
- Deliver a high standard of customer service while maintaining confidentiality at all times.
- Act as the main point of contact during designated late evenings (maximum of two per month).
- Actively promote and uphold the College's RESPECT values and contribute positively to new ways of working.
- Uphold College policies, values and behaviours at all times and deliver a high standard of professional practice and customer service.
- Support the implementation of College policies to ensure effective operations and the welfare of learners and staff.
- Undertake any other duties considered to fall within the general scope of the post.
- Support open events, interview evenings and designated late evening duties (maximum two per month) as required.
- Perform any additional duties consistent with the role as may be assigned by the Principalship.

Additional Responsibilities

- Annually, through discussions with their line manager, the post holder will be designated a specific area of responsibility related to student pastoral and safeguarding support. This could be a new development that will benefit the student body or a focus on improving an already established area of work.
- Act as the first point of contact for assessors and employers raising concerns about an apprentice, responding promptly and effectively.
- Maintain effective communication with assessors, workplace mentors and employers and provide regular updates to apprentices' employers and external partners.
- Advocate for vulnerable apprentices and escalate concerns regarding employers to the Head of School or DSL/DDSL where issues of risk, unsafe practice or safeguarding concerns are identified.



Person Specification

Post Title: Student Success Coach

It is expected that the successful candidate will be able to meet the following criteria:

Criteria	Essential (E) or Desirable (D)	Where assessed
1. Fit in with the College's behaviour expectations and ethos	E	i, ii and iii
2. To have a sound knowledge of mental health and local government strategies	E	i, ii and iii
3. Qualified to NVQ L3 or equivalent in a relevant qualification to support the role	E	i
4. An extensive CPD record relating to Safeguarding and Welfare practice	E	i
5. IT literate	E	i, ii and iii
6. Effective interpersonal skills	D	i, ii and iii
7. Good written and verbal communication skills	D	i, ii and iii
8. Flexible and willing to work as part of a team	E	i, ii and iii
9. Ability to prioritise work	E	i, ii and iii
10. Full UK Driving license	D	i
11. Experience and knowledge of working with challenging behaviour in young people	E	i,iii

i – application form/letter (qualifications to be verified if successful)

ii – work-related activity

iii – interview