**The Forward Trust Job Description**

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| **Position Title** | **Therapeutic Training Facilitator** | **Reports to** | **Therapeutic Training Team Leader** |

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| **Introducing Forward Trust** |

We are Forward, the social enterprise that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends, and a sense of community.

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| **Role/Team Overview** |

Reporting to the Therapeutic Training Team Leader, the purpose of this role is to review and deliver therapeutic and core training modules throughout our diverse organisation using a blended approach of face-to-face and online training.

The post holder will closely work with other members of the Therapeutic & Quality Team, to deliver a training package, relevant to each individuals/ teams role. Furthermore, the post holder will work closely with the Head of Therapeutic Quality and Training (TQT) to develop training sessions and workshops for a wider audience that includes Prison officers/ partners.

The post is remote working, with a substantial amount of travel (and over-night stays) expected to visit and deliver training to our project sites and staff across England and Wales.

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| **Accountabilities:** |

**Key Responsibilities**

**Strategy**

* Support the Implementation of the workforce Development/ Training strategy across the organisation.
* Support the achievement of the targets identified in the Recovery strategy.
* Develop and maintain partnerships with internal and external stakeholders when developing or delivering training sessions.
* Build strong relationships with, and make full use of the support offered by line management and head office functions.
* To ensure that all staff have a strong understanding of service delivery and leave any training session confident in their learnt skills.
* To support the ethos and understanding of therapeutic services and how they can help our client base.
* To have a full understanding and awareness of the vision and scope of the training department and recovery directorate.

**Service Delivery**

* Regularly review each core module to ensure that the training content is current and relevant to the diverse organisation
* Ensure that all material and resources are engaging and thought provoking for learners and develop lesson plans accordingly
* Utilise internal subject matter experts to maximise our output within the organisation
* Deliver each training module regularly ensuring it is responding to organisation need
* To provide general advice and guidance to employees and volunteers on appropriate learning and development courses and processes

**Performance Management**

* To support the HRBP’s with collating an annual training needs analysis to inform the needs of the organisation
* Assist with the annual performance review by collating information from personal development plans and ensuring they are accurately logged onto the HR database.
* To ensure that the administration for the team is carried out in accordance with Forward’s policies and procedures

**Quality and Safety**

* Alert the Head Of and Manager of TQT to any significant risks or problems arising in the delivery of training sessions
* Abide by all organisation policies and procedures and ensure others to do the same.
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Head of TQ&T or TQT Manager.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
* Keep up to date technically on all relevant matters and strive for continuous professional development.

**Administration**

* Work with the Training Administrator to ensure effective administration of training events.
* Prepare and deliver detailed reports on the effectiveness of the training sessions delivered and the impact on the departmental KPI’s.
* Work with other members of the Training Team to carry out an on-going review of the overall adequacy of the administrative systems and related technology.

**Systems and Policy**

* Work towards Forward’s mission and values within current policies and good practice.
* Work with the HR team to support the creation and maintenance of training policies, processes, and systems, ensuring optimisation of the training module on the Human Resources database.

**Other**

* To undertake any other duties that may from time to time reasonably be requested.

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| **Role Criteria** |

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Knowledge, Skills and Experience** | | |
| Previous experience as a Training Facilitator, Training Coordinator, or similar role | E | A/I |
| Experience of working in a prison environment or a community service with clients. | E | A/I |
| Excellent facilitation skills | E | A/I/T |
| Ability to complete full training cycle (assess needs, plan, develop, coordinate, deliver, monitor, and evaluate) | E | A/I |
| Excellent communication skills, including experience of communicating effectively across cultures and with diverse audiences, both verbally and in writing | E | A/I |
| Excellent IT skills – with a good working knowledge of Microsoft Word, PowerPoint, Excel, Moodle, Zoom and Teams | E | A/I |
| Good organisational skills | D | A/I |
| Knowledge of traditional and modern educational techniques | D | A/I |
| Knowledge and understanding of the criminal justice system | D | A |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high-level use of initiative and creativity | E | I |
| **Resilience** – Solves problems and takes learning on board from mistakes to aid personal and professional growth | E | A/I |
| **Adaptability** – Can work in fast-paced changing environments adapting material to the audience need | E | A/I |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely to groups of people | E | I |
| **Teamwork** – Works in harmony with colleagues to deliver results | E | I |
| **Open to Feedback** - Open to constructive feedback | E | A/I |
| **Qualification** |  |  |
| Professional body membership with CIPD or AOF | D | A/I |
| Has or is working towards relevant Level 3 Certificate or Diploma in Learning and Development | E | A/I |
| Has or is working towards relevant/ equivalent Level 5 Qualification in therapeutic studies | D | A/I |