The Forward Trust Job Description

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| **Position Title** | **Training and Development Officer (Specialist Programmes)** | **Reports to** | **Specialist Programmes Development Manager / M-PACT Training Manager** |

# 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 everyone 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.

# Role/Team Overview

Part of the Family Support and Specialist Programmes department, this role will support the delivery of a developing range of Specialist Programmes including the accredited M-PACT Practitioner training to staff internally at the Forward Trust and externally, across the UK and Ireland. The role is required to deliver a high standard of training in line with the expectations of the organization and the Family Support Department.

The role will also assist Specialist Programme Management in developing and evaluating current and new areas of delivery.

**SService Delivery**

**Accountabilities**

* Support the Specialist Programmes Training Manager and/or the M-PACT Training Manager with the planning and organizing of training dates and venues to meet partner needs.
* Effective communication and liaison with any accrediting body, licensed partners and students as required.
* Support the screening of applicants for training, to ensure they have the appropriate skills, experience and qualifications to undertake the full suite of training packages.
* The direct delivery of the suite of Programmes training across the UK and Ireland as agreed with the Specialist Development Programmes Manager and M-Pact Training Manager
* Proficient and effective delivery of both online and face-to-face training.
* Supporting programme implementation both internally and externally as required.
* Assist as required with the development of new programmes and interventions.

**Ensure quality standards and student’s learning needs are met through:**

* Maintaining the Specialist Programmes Moodle pages and online learning environment, in adherence with teaching strategies.
* Supporting students as required with all aspects of their learning.
* Marking Work Force Development/CPD assignments as required and within the timescales set out by the appropriate accrediting body.
* Consulting closely with the internal/external moderators to ensure a high standard of marking is achieved.
* Gathering customer feedback through evaluation and other methods, identifying areas for improvement and implementing changes and improvements as agreed with the Specialist Programmes Development manager and/or M-PACT Training Manager.
* Value equality, diversity and inclusion in all areas of work and ensure programmes are accessible and able to meet a range of needs.

## Strategy

**Contribute to the successful implementation of the Family Support and Specialist Programmes Strategy through:**

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* Supporting the continuous improvement and development of the growing suite of programmes and practitioner training as required.
* Assisting with business development and fundraising activities as required.
* Networking with other professionals, dealing with assigned enquiries and sharing contacts with the wider team to increase sales and take-up of programmes and courses.
* Representing charity at relevant events, as required.
* The delivery of internal and external workshops, presentations and other appropriate activities as required in order to enhance the profile of the charity, and its courses and programmes.

**Financial**

* Support the generation of income through the delivery of the Specialist Programmes Training as required.
* Support the setting of annual budgets as required.
* Provide support as needed to ensure fundraising targets are met.

## Health and Safety

* + Ensure the safe delivery of all Specialist Training courses by assisting with the development and implementation of appropriate risk assessments.
  + Abide by Forward’s policies and procedures and encourage others to do the same.
  + Work with the highest regard to health, safety and security in the workplace.

Ensure the department effectively and efficiently collects, records and collates information, including statistical data, for audit, research and reporting purposes.

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.

## Administration and general

* Meet as a minimum the KPIs agreed upon in performance reviews.
* Work autonomously and meet deadlines.
* Produce monthly reports to support quarterly and annual monitoring.
* To maintain excellent working relationships with clients, colleagues, students, and other professionals at all times.
* Being responsible for ensuring all students meet the registration requirements and deadlines of the accrediting body and have appropriate Moodle access, prior to commencement of training.
* Attend relevant meetings as required.
* Support the administration of all services and keep up to date records, to agreed standards and in line with the policies and procedures of the charity.
* meet accurate and timely targets around reporting and evaluation.
* Effective and proficient use of all IT programmes and on-line learning platforms (e.g. Moodle and JOT Form).
* Ensure trainer expenses and other costs are appropriately reimbursed by the license holders.

## Systems and Policy

* + Work towards Forward’s mission and values within current policies and good practice.

## Other

* + Travel around the UK, Ireland and internationally as required.
  + Take on other reasonable tasks and responsibilities as deemed appropriate by Line Manager

# Person Specification

**Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.**

## Essential

### Experience

* Experience delivering a range of Interventions and Programmes relating to substance misuse/addiction, Family Work, Health and Wellbeing.
* Experience working in an addiction or related setting for at least 5 years.
* Experience delivering online and face-to-face training courses to other professionals.
* Experience assessment processes in an educational context.
* Experience coordinating multiple projects and tasks.
* Experience using online learning platforms.

### Knowledge and Skills

* Understanding of the impact addiction and offending has on children, young people and their families.
* The ability to engage students and employ different teaching strategies to meet a

diverse range of learning needs and objectives.

* Excellent IT skills include the use of all MS Office software and online learning platforms, e.g. Moodle.
* High level of attention to detail.
* Excellent written and oral communication skills.
* A positive, proactive and problem-solving approach with the ability to focus on and communicate key issues quickly and clearly.
* Ability to manage your own workload effectively to meet deadlines and targets.
* Ability to work effectively within a team.
* A flexible attitude and openness to changing priorities.

### Qualifications

* Level 4 or equivalent qualification in a relevant subject area.

## Desirable

### Knowledge, Skills and Experience

* Experience teaching in an FE or an HE environment.
* Experience working directly with family members, children and young people affected by addiction (outside of the M-PACT programme).

### Qualifications

* Level 3 teaching qualification.
* Accredited Trainer within Stat/Non-Statutory field.
* Undergraduate degree (Level 6) in a relevant subject area, e.g. counselling, psychotherapy, psychology.

**Forward’s Mission and Values**

## Our vision:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

## Our mission:

Is to bring lasting change to people’s lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

## Our values:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

**Empowering:** We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build trust and courage to be the best they can be.

**Collaborative:** We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.

**Expert:** We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.

**Courageous:** We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it’s needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.

**Innovative:** We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

# Competencies

**Self-Awareness/Management:** Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

**Relationship Building:** Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

**Effective Communication:** Provides timely and high-quality information to the appropriate people. Delivers open and clear expressions of ideas and opinions, both face-to- face and through written medium. Listens effectively and responds appropriately with others.

**Honesty and Integrity:** Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honoring confidentiality and always acting in a manner consistent with the values of Forward.

**Open to Change:** Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

**Positive Attitude:** Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

**Commitment and Accountability:** Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

**Creativity and Innovation:** Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for Forward.